Product Support Information

PRODUCT LINE: ☐GIS ☐ AIS ☐ TRANSFORMER ☐HVDC ☐FACTS ☐SPS ☐CAPACITORS ☒ IED
CATEGORY: ☐Change of support level ☒Discontinuation notice

BACKGROUND

GE VERNOVA's GRID SOLUTIONS is committed to customer care and the support of its products.

As part of this commitment, GRID SOLUTIONS designs high quality products, provide services by highly committed and knowledgeable support teams, and communicate the availability of new features or products that could be beneficial to its customers, or alternatively the discontinuance of manufacturing or support for aging products.

PRODUCT DESCRIPTION

GRID SOLUTIONS ceased the manufacturing of the products listed below in 2020.

The components' obsolescence, the design constraints and the vanishing supply chain competencies for these products, will result in the incapacity for GRID SOLUTIONS to sustainably support or maintain such products, whether by service, repair or replacement, after 12/31/2025.

On 2021, GRID SOLUTIONS informed you by its letter "Letter RPH3_Phase-out" of the phasing out of the products listed below, which effectively ceased to be manufactured on 2020.

This notice applies to the following products:

- **RPH3 (RPH3 | GE Vernova)**

In accordance with GRID SOLUTIONS' obsolescence strategy and considering the age profile of these products, GRID SOLUTIONS will continue to offer certain spare parts and/or components until 12/31/2025.

Inquiries for field support activities will however continue.

REPLACEMENT:

With the goal of providing the best service to its customers, GRID SOLUTIONS' teams are available to support the customers who are considering replacing the affected products already installed in their systems and will proactively offer solutions for supplying, installing and commissioning alternative products to the products listed above. GRID SOLUTIONS' teams are also available for conducting professional grid studies and providing

consulting services to support the customers in determining the best technical solution for their network, allowing users to benefit from latest technology available on the market.

GRID SOLUTIONS would like to already inform its customers that an alternative to certain of the above-mentioned products exist and is available: CSD100 | GE Vernova and would be glad to provide further details about that alternative, should the customers be interested.

SUPPORT TIMEFRAME:

The obsolescence of the referenced products is effective from 12/31/2025. From this date onwards, only Field service support will be provided for the listed products. For this reason, and as of today, extended quotation and delivery times are to be expected.

CONTACT INFORMATION

For any questions or comments, we recommend that you contact your GRID SOLUTIONS' local service team or your usual account manager at GRID SOLUTIONS, who will guide you towards our Excellence Center when required.

GE Vernova Grid Solutions Digital Product Manager



Nicolas Gadacz

GE Vernova Grid Solutions Service Product Manager



Manuel Arribas

For Recommended Alternative Products:

Visit our website at CSD100 | GE Vernova for more information about alternative products.

For Additional Information

Advice and assistance are also available via our Contact Center: https://www.gevernova.com/grid-solutions/contact.htm

Telephone **+1-678-844-6777**