End of Service/Support

PRODUCT LINE: ☒GIS ☐ AIS ☐ TRANSFORMER ☐HVDC ☐FACTS ☐SPS ☐CAPACITORS

CATEGORY: ☐Technical Enhancement ☐New Services Introduction ☒End of Service/Support

Background

GE's Grid Solutions is committed to customer care and the support of our products.

As part of this commitment, GE strives to design high quality products, to provide knowledge support teams, and to communicate the availability of new features or products as well as managing the withdrawal of support for older products.

The Aix-les-Bains factory ceased manufacture **Gas Insulated Switchgear F75 (170KV)** 19 years ago, and difficulties in supporting the small remaining installed base due to component obsolescence and supply chain competencies have made ongoing support unsustainable.

End of service/support notification

GE's Grid Solutions is discontinuing the manufacture of replacement parts for switchgears manufactured by its legacy companies as detailed in the pages that follow.

This notice applies to the following products manufactured by GE legacy companies:

Gas Insulated Switchgear: F75 (170 KV)

PRODUCT	LAST ORDER DATE MAINTENANCE SPARES AND FOR LIMITED MAINTENANCE	LAST DATE FOR EXECUTING – DELIVERY AND SITE INTERVENTIONS	REPLACEMENT
F75 (170 kV)	June 30, 2019	December 31, 2019	Please contact your GE's Grid Solutions representative for support.

GE Support Timeframe

The obsolescence of the referenced products is effective from November 01, 2018. From this date forward, only limited maintenance activities and associated spare parts will be provided by GE's Grid Solutions, with this support continuing until the end of 2019.

During this timeframe, enquiries for parts or services no longer supported will be handled on a best-endeavors basis with no guarantees made as to availability.

GE is committed to supporting their customer's switchgear needs, and although all products affected by this notice are now outside of their warranty period, GE's warranty provision is unaffected by this End of Life Notification.

Upon complete withdrawal of GE's support at the end of 2019 and considering the last dispatch date from the factory, the switchgear products referred will have exceeded their intended life and should component obsolescence or sourcing difficulties affect the ability to honor longer term support commitments, we will work with you to offer a functionally-equivalent device.

GE's Grid Solutions' team will provide support to customers who want to upgrade their existing installed base of affected products by supplying, installing and commissioning alternative products which provide considerable advances, and which utilise state-of-the-art design and manufacturing techniques. Such a transition allows users to benefit from more current technology.

For Additional Information

Please contact your GE representative for support. Visit our website at http://www.gegridsolutions.com/ for more information about alternative products.

Advice and assistance is also available via GE Contact Center:

- http://www.gegridsolutions.com/contact.htm
- Telephone +44 1785 250070