

## GE ControlsCare Services Mark\* V Revitalization Program

# fact sheet

The Mark V Revitalization Program provides a support option for Mark V control customers who don't want to retrofit or migrate to an upgrade. Customers can benefit from features like panel refurbishment, parts support, extended warranty, technical assistance and Health Advisor assessment – all designed to lengthen the lifecycle of Mark V controls in the field.

As the world's leading manufacturer of turbines – and OEM of the Mark V – GE has the engineering experience, access to original design data, product documentation and long-term commitment to uniquely support this value-added program.

### What the Revitalization Program Can Do

- Extend the life of the Mark V control with high reliability and consistent performance
- Minimize downtime at the site(s) during revitalization
- Provide guaranteed fast access to Mark V parts
- Minimize time-to-issue-resolution throughout the term of the agreement

### Standard Features

- Refurbishment of all primary circuitry boards within the Mark V control
- Mark V technical support until 2019
- Mark V parts support until 2019
- Yearly Health Advisor assessments
- 24/7/365 phone support
- Troubleshooting and maintenance
- Review of GE Technical Information Letters (TILs) relevant to the covered equipment and software with a 25% discount on software TILs
- 10% off Toolbox upgrades and formal training

### Technical Support

As part of the Mark V Revitalization offering, GE ControlsCare Services provides five years of technical support. In addition to an annual one-day site visit by a GE field engineer, the program features a gold level Technical Support Agreement (TSA) with 50 hours of yearly phone support delivered by factory experts for the Mark V and Mark Ve, as well as other areas like HMI networking and HMI screens. Beyond the base offering of 50 support hours per year, per site, customized TSAs can be developed to further address individual customer needs. Unused hours can be accumulated and rolled over for up to two years.



## The PartsSmart<sup>SM</sup> Solution

Obsolescence, compatibility and commonality of spares inventory can translate into significant cost of ownership over the life of a control system. To keep costs down without increasing risk, GE offers PartsSmart, a comprehensive parts support program designed to give peace of mind. It guarantees that parts will be shipped within 24 hours and that spares will be available until 2019. It also features a commonality report across units/sites/fleets, revision status directives, proactive product lifecycle and obsolescence management, and annual parts/needs analysis with actionable recommendations. Customized programs can be tailored to accommodate the individual needs of specific operations.

## Health Advisor Program

A yearly site audit by a GE ControlsCare Services field engineer provides a complete health assessment of the current condition of equipment and includes a report on recommended repairs and maintenance. Health checks are available for controls, generators and starters.

## Scope of Scheduled Site Visits

- Complete servicing per manual recommendations including inspection of boards and cables
- Resolve diagnostics alarms
- Complete Health Advisor analysis including identification of TILs and part, software and performance upgrade benefits
- Covered equipment check-up and tuning
  - Log files
  - Logged data

## Deliverables

- Refurbishment of key control boards
- Troubleshooting and maintenance
- Long-term parts and technical support
- Scheduled maintenance health check
- 24/7/365 phone support
- Covered equipment TIL reviews

## Benefits

- Lifecycle extension
- Cost savings
- Reduced operational risks
- Guaranteed parts availability
- Improved performance
- Faster issue resolution

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