STREAMLINED REPAIR PROCESS

BHGE is simplifying the repair process. By giving you immediate quotes, we help you create a Not to Exceed PO to send BHGE before you are issued a RMA #. Keep your assets with you longer and let BHGE move from evaluation to repair price. 90% of final repair prices are at or below original quoted price.

FREQUENTLY ASKED QUESTIONS

AVAILABILITY WORKS!

BHGE VideoProbe™ and Ca-Zoom™ Improved Repair Service Experience.

PHASE 1

Customer emails service request form
Customer contacts BHGE
Speak with tech expert & diagnose unit

BHGE sends Not to Exceed quote
Customer sends Not to Exceed PO
BHGE issues RMA #
Customer ships

PHASE 2

Product arrives, repair begins
Issue repair report or revised quote
Final repair price on sales order acknowledgment & invoice

PHASE 3

Product repair completed
Send back to customer
Now finished in half the time
Which Communication Will I Receive Through the RVI Repair Process?

**PHASE 1**
- Customer emails service request form
- Customer contacts BHGE
- Speak with tech expert & diagnose unit
- BHGE sends Not to Exceed quote
- Customer sends Not to Exceed PO
- BHGE issues RMA #
- Customer ships

The Quote includes the summary of the Triage call between the experts.

RMA # and labels sent after receiving the PO.

**PHASE 2**
- Product arrives, repair begins
- Issue repair report or revised quote
- Final repair price on sales order acknowledgment & invoice

Once the equipment arrives, we will email the PO Acknowledgment emailed to customer.

After the inspection the repair will start directly. If a higher damage is found, the inspection report will be sent including the new Quote, and repair will wait for feedback.

**PHASE 3**
- Product repair completed
- Send back to customer
- Now finished in half the time

Technical report, certificate of calibration, and quality certificate will be printed and sent with the equipment.
Which Information Will Be Included in a RVI Quote?

1. The primary contact as provided by the equipment owner.

2. Product information as supplied by the equipment owner.

3. Not to Exceed (NTE) price estimate.

4. Reason for return. This is the failure description as provided by the equipment owner.

Additional clarifications for the repair scope are explained in the repair report.
What is in the RVI Repair Report?

Customer Requirements - Performance Criteria.
This is the information provided by the equipment owner detailing the reason for return (Image Quality, Articulation, Leak Integrity, Physical Damage).

Description of repair and replaced parts.

Final price paid by equipment owner.

Detailed results of the equipment as evaluation by the technician.
**Our Goal: Simplify the Repair Process**

Remote Visual Inspection

<table>
<thead>
<tr>
<th>TIER 1</th>
<th>MINOR REPAIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All parts and labor for any issues identified during the triage; does not include replacement of a VideoProbe insertion tube or camera.</td>
<td></td>
</tr>
<tr>
<td>• Maintenance on the unit to ensure it has the latest software and achieves the highest level of performance.</td>
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<tr>
<td>• Factory Repair Warranty will apply.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>TIER 2</th>
<th>MID-LEVEL REPAIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All parts and labor for any Tier 1 issues identified during the triage, plus replacement of VideoProbe insertion tube and camera.</td>
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<tr>
<td>• Factory recalibration of any measurement lenses to replaced cameras.</td>
<td></td>
</tr>
<tr>
<td>• Maintenance on the unit to ensure it has the latest software and achieves the highest level of performance.</td>
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</tr>
<tr>
<td>• Factory Repair Warranty will apply.</td>
<td></td>
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</tbody>
</table>

<table>
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<tr>
<th>TIER 3</th>
<th>MAJOR REPAIRS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All parts and labor for any Tier 1 &amp; 2 functional issues identified, plus replacement of VideoProbe insertion tube and camera.</td>
<td></td>
</tr>
<tr>
<td>• Factory recalibration of any measurement lenses to replaced cameras.</td>
<td></td>
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<tr>
<td>• Maintenance on the unit to ensure it has the latest software and achieves the highest level of performance</td>
<td></td>
</tr>
<tr>
<td>• Factory Repair Warranty will apply.</td>
<td></td>
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</tbody>
</table>

System upgrades, adding additional functionality, and tip-only calibrations are available.

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