



## Industrial Solutions – Emergency Response

### Frequently Asked Questions

#### EQUIPMENT INTEGRITY

**Q: Does GE have people who can help me to assess my damage?**

A: Yes. You should contact your local GE salesperson for assistance or call GE Equipment Services at 1-888-434-7378.

**Q: Does Electrical Equipment have to be replaced if it has been under water? Or can it just be dried out?**

A: Replacement is **strongly** recommended - refer to NEMA Guidelines for handling water-damaged equipment.

<http://www.nema.org/Standards/Pages/Evaluating-Water-Damaged-Electrical-Equipment.aspx>

*Electrical equipment exposed to flood water can be extremely dangerous if reenergized without proper reconditioning or replacement. Reductions in dielectric capabilities due to moisture or debris lodged in the equipment, and damage from contamination such as chemicals, sewage, oil and seawater require complete evaluation of the equipment condition.*

**Q: Can I reuse Current Transformers, Control Power & Potential Transformers, relays and other components?**

A: No. The water will contaminate the devices and can cause a safety hazard. Any attempt to CLEAN, WASH, RESTORE, DRY voids the UL listing, manufacturer's warranty and will compromise the integrity of the over-current device jeopardizing safety.

**Q: Can I dry out and reuse molded case breakers?**

A: No, per NEMA AB-4 2003, molded case breakers, overload relays, and electronic control devices must be replaced.

**Q: Can I dry out electronic trip units on low voltage power circuit breakers?**

A: No. Trip units must be discarded and replaced.

**Q: Can I reuse fuses?**

A: No. Fuses must be discarded and replaced.

**Q: Do I need to be worried about local codes and regulatory changes when replacing damaged equipment or specific components?**

A: Yes. Depending on when the equipment was originally installed, significant changes in codes and standards may have occurred since then (such as changes to high efficiency transformer requirements, motor & transformer protection sizing, cable sizes, cable bending radius, etc.) all affecting performance of the equipment, and/or system (i.e. nuisance tripping), and possible mechanical footprint requirements.

**Q: If I replace components in my equipment, will the UL rating still be valid?**

A: Changing out components within equipment could impact the UL rating. You will need to verify changes and the potential impact with the original equipment manufacturer.

## CONTACT ASSISTANCE

**Q: How do I contact GE to discuss technical questions or to place orders?**

A: Several options are available to you. *You should first contact your local GE Salesperson.* Alternatively, you could call our Customer Excellence Team at: 800-431-7867 or 804-965-1020 or the Services Team 888-434-7378

Visit [geindustrial.com](http://geindustrial.com) for general information and follow links to the emergency response information page.

**Q: How do I contact GE to discuss repair of products?**

A: Call GE Equipment Services at 1-888-434-7378.

**Q: How do I contact GE to find out about my order status?**

A: You can track orders through [geempower.com](http://geempower.com) or you can call the Customer Service numbers noted above.

## ORDERING PROCEDURES

**Q: What information do I need to have when calling GE about ordering replacement products?**

A: Provide Full Nameplate information from existing products.

**Q: What are expected product lead times?**

A: We are taking many steps to improve our stock position on all our items that are sold into those areas impacted. In most cases, stock items will ship the same day the order is placed. Make sure you indicate the method of shipment needed when placing your order (e.g. best way ground, 2nd day air, priority overnight, etc.). For non-stock items, indicate your requested delivery date when placing your order. We are doing all that we can to avoid any delays in getting your customers the products they need.

**Q: What can I do to speed my order along?**

A: GE understands the urgent nature of these orders. Factories will treat these as top priorities. Make sure you have your purchase order #, Customer Index #, requested delivery date, ship to address when placing your order. Please include technical names & contacts with orders.