

# Enhanced Service Plans



- Peace of mind that critical system components will be replaced with minimal downtime for the extended duration
- Several enhanced service level options to meet your business needs for critical systems
- Several locations across North America with inventory to make sure your replacement parts will be there when you need them

GE Energy understands that equipment uptime is critical to the productivity of your business. Keeping your equipment operating at optimal performance and efficiency will minimize potential downtime. However, in the unlikely event of a failure, our enhanced service plans will allow you to get your equipment up and running as quickly as possible.

## GE Energy - Enhanced Service Plan Options

	Standard Warranty	Essential Plan	Professional Plan
24x7x365 Technical Support	✓	✓	✓
Factory Repair/Replace	✓	✓	✓
Advanced Exchange Parts		✓	✓
Next Business Day Parts			✓
2 Years	✓	Contact your Account Executive for pricing details.	
3 Years			
4 Years			
5 Years			
1 Year Extension (In Warranty Product Only)			

Our TL9000 certified field technicians and engineering personnel have become trusted advisors to our customers – always available to answer questions and help with any project, large or small. In addition to our own energy systems expertise, our team of Tier 1 Service professionals are very familiar with all major DC power manufacturer’s products. Our goal is simply to provide our customers with best in class quality and on time delivery of our service solutions.

Our philosophy is to help you do your job better, spend less time doing it, and become your favorite vendor by delivering on our promises. We measure our success based on your satisfaction.



### Who We Are:

- Bell Labs heritage of innovation in power electronics
- Global provider of hardware, software, and services that deliver high-efficiency power conversion solutions to OEM customers, telecom service providers, and large enterprises
- 2300+ employees with in-depth technical expertise in 25+ locations worldwide
- 200+ North America Services experts with experience spanning 30+ years

### What We Do:

- Energy Systems solutions for telecommunications, wireless, and cable broadband service providers leveraging turnkey project management, engineering, installation, and maintenance services experience
- AC-DC OEM embedded power supplies for datacom, telecom, medical, and industrial applications leveraging personalized service and support
- DC-DC OEM embedded power conversion solutions designed for the most demanding board mounted power applications in communications, computing, storage, industrial, and medical markets leveraging patented Tunable Loop™ technology
- Global manufacturing base provides world-class quality and delivery at competitive prices

### Why We Are Different:

- Services for complex site engineering and deployment programs; to full operations and lifecycle management
- Industry’s best customer experience built on a foundation of world-class operations
- End-to-end Total Efficiency™ architecture that dramatically reduces utility and cooling costs
- Technology designed for decades of reliable use in extreme environmental conditions
- Standards-based, open-architecture solutions to address diverse needs, accelerate ROI, and lower TCO
- Our thought leadership and attention to detail ensures
- Proven quality and peace of mind
- Longevity of deployed power plant
- System recoverability and future growth flexibility
- Safety and reliability with “Do it once, do it right, do it now, on-time, within budget” culture

## Contact Us

For more information, call us toll free at **+1 877 546 3243**, or +1 972 244 9288 and visit us on the web at [www.ge.com/powerelectronics](http://www.ge.com/powerelectronics)