

## 24-Hour Software Monitoring and Response Service

# fact sheet

### Always Available

GE Energy's team offers 24/7 software support service to help your team address both urgent situations that require immediate action as well as long-term operations such as managing data collection, preparing reports and configuring database updates. With around-the-clock support, our experts are available to help isolate the problem via remote monitoring, make repairs and offer preventive maintenance activities to provide you with peace of mind. If you don't already have our service in place, our experts are available to help you out in a pinch. CALL OUR 24-HOUR HOTLINE AT 1-800-582-1670.

### 24/7 Accessibility

Lost data due to an out of order Data Acquisition and Handling System (DAHS) or Programmable Logic Controller (PLC) can cost thousands of dollars a day. Instead of risking costs of excess emissions beyond the allotment, you can contact us 24/7—any time, day or night, weekends or holidays—to request a highly trained software specialist to remotely analyze and repair your DAHS or PLC via modem. Virtually any problem related to your PC or PLC can be corrected with this service. Call us at 1-800-582-1670 for immediate assistance.

### Remote and Onsite Emergency Repairs

If we are unable to repair your system remotely, we will either conduct an emergency site visit or send a free, fully-configured loaner DAHS overnight so you can reload your data from the backup tape and quickly regain operational status—whichever method is determined to be most effective for your operation.

### Upgrades and Updates

Our annual support package includes all routine software maintenance updates and regulatory/policy changes. GE Energy is also available to help you 24 hours a day, seven days a week, to simply answer operational questions, share information on regulatory changes or assist you in any way we can.



## Additional Services

GE Energy's team of experts provide unparalleled service and support for Continuous Emissions Monitoring Systems (CEMS) and DAHS worldwide. With professionals strategically located internationally and highly trained in every aspect of CEMS and DAHS operations and maintenance, we are equipped to provide support for not only GE Energy's systems, but other manufacturers' CEMS as well. We also provide the critical expertise necessary to help maintain compliance with ever-changing regulatory requirements. In addition to our 24-hour software support program, we offer a full-service support program and additional customized services including: maintenance and audit services; parts and consumable supplies; installation and commissioning services and in-depth training programs.

## Service Benefits

- Ensures critical long-term operations run smoothly and efficiently
- Saves you time and money with 24/7 accessibility and service
- Minimizes down-time and data loss with remote analysis and repairs
- Enables continued operations when a computer crashes with a fully-configured loaner DAHS or emergency on-site visit
- Maintains current technology status and ensures optimum CEMS and DAHS performance with routine software upgrades
- Ensures you operate under the most recent requirements via regulatory support through the 24/7 help desk



For more information, contact your GE Sales representative today for complete details at 800-821-2222.

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