



# Controls LifeCare\*

## A Complete Lifecycle Management Partnership

### Overview

Controls LifeCare, a lifecycle subscription offering is a new partnership from GE to help maintain the health of turbine and plant control, generator control and static starter systems. Subscribers benefit from GE expertise and a true partnership in the maintenance and servicing of control systems with a simple, packaged approach.

Controls LifeCare is available in one, five and ten-year agreements and is applicable for both new and existing units. All offer levels include parts availability and replacement, 24/7 phone technical support, software updates (TILs), and onsite technical support from an annual visit from a Controls Field Engineer (FE) and ControlsCare Service Manager.

Five and ten-year subscriptions as well as subscriptions on currently installed units include ControlST\* upgrades. A ten-year subscription also includes an HMI upgrade.



### Applicability

- Mark\*Vle
- EX2100e
- LS2100e

### Benefits




- A subscription-based model simplifies the customer process, requiring only one PO with GE for a variety of control system needs.
- A complete asset management partnership means GE expertise is available to you, when you need it, throughout the year.
- A potential for reduced financial uncertainty resulting from possible future TILs and parts failures.

### Features of Standard Offerings<sup>1</sup>

	Category	Lifecycle Management Package	Brief Description
Standard Package	Parts Availability and Replacement	Enhanced PartSmart for MarkVle, EX2100e, LS2100e	<b>New</b> Any covered parts will be replaced by GE at no additional charge. Parts include full warranty and will be maintained by GE and shipped as needed.
	Technical Support: Annual FE Site Visit	Annual Health Check: Unit, DCS, Exciter or Starter Control	16 hours onsite for complete servicing per Health Check manual recommendations including inspection of boards and cables and running Health Advisor analysis. Review package operability and alarms. This also covers hours for applicable controls TILs and Software Upgrades.
	Technical Support: 24/7 Phone Support	Technical Support Agreement (TSA)	Provides the fastest response with preferred access to 24/7 phone support. 25 hours of phone support included.
	Annual Software Updates	Technical Information Letters (TILs)	<b>New</b> Implementation of controls-related hardware and software TILs applicable to Mark Vle, EX2100e and LS2100e during the annual site visits.
	Software Upgrades	ControlST Software Suite Upgrade	<b>New</b> Upgrade ControlST software to latest versions. Installs most current SIM for Cimplicity* interface. For timing, see Agreement Details and Terms section.
	Asset Management: Annual ControlsCare Service Manager Visit	Annual risk and optimization evaluation	Inventory of site spares, obsolescence risk assessment, and opportunities for increased financial benefit through GE product offerings.

<sup>1</sup>Additional lifecycle management offerings can be added to tailor to your needs

## Agreement Details and Terms

Platform	# of HMIs	Configuration	Term of Agreement		
			1 year	5 years	10 years
	2	Retrofit/Migration	Standard Package	Standard Package + Software <sup>1</sup> Upgrade in Year 3	Standard Package + Software <sup>1</sup> Upgrade in Year 3 and Year 7 + Full HMI Upgrade in Year 5
		Currently Installed	Standard Package + Software <sup>1</sup> Upgrade in Year 1	Standard Package + Software <sup>1</sup> Upgrade in Year 1	Standard Package + Software <sup>1</sup> Upgrade in Year 1 and Year 7 + Full HMI Upgrade in Year 5
	1	Retrofit/DFE	Standard Package	Standard Package + Software <sup>1</sup> Upgrade in Year 3	Standard Package + Software <sup>1</sup> Upgrade in Year 3 and Year 7 + Full HMI Upgrade in Year 5
		Currently Installed	Standard Package + Software <sup>1</sup> Upgrade in Year 1	Standard Package + Software <sup>1</sup> Upgrade in Year 1	Standard Package + Software <sup>1</sup> Upgrade in Year 1 and Year 7 + Full HMI Upgrade in Year 5
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		Currently Installed	Standard Package + Software <sup>1</sup> Upgrade in Year 1	Standard Package + Software <sup>1</sup> Upgrade in Year 1	Standard Package + Software <sup>1</sup> Upgrade in Year 1 and Year 7 + Full HMI Upgrade in Year 5

<sup>1</sup> Software upgrade includes ControlST and Cimplicity

For more information, please contact your local GE representative or visit the ControlsConnect customer portal at [www.ge-controlsconnect.com](http://www.ge-controlsconnect.com).

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