



# Services Support For the Wind Industry

With the continuous drive to reduce Operations & Maintenance (O&M) spends & in order to achieve an improved Levelized Cost of Energy (LCOE) in the Energy Market, it is crucial to operate wind assets efficiently. GE offers life cycle services which ensure reduced downtime and improved energy production across your wind farm.

Through GE's local footprint, global presence, and responsiveness we are able to offer a comprehensive service package for electrical systems on your wind farm electrical; including installation and commissioning, spare parts management, technical support, onsite and classroom training, preventive maintenance, retrofit and refurbishment.

We also have the capability to offer repair services and replacement components for your non-GE products.

## TAILORED SERVICE CONTRACTS TO SUIT YOUR REQUIREMENTS

Whether you are a turbine manufacturer, service provider or wind farm operator; GE provides modular and customizable service packages for you throughout the life-cycle of your wind farm. Packages can include individual service elements or can a mix of services including:

- **Spare parts**
- **Preventive or corrective maintenance**
- **Modernization & upgrades**
- **Remote or on field technical support**
- **Technical trainings**

GE's robust service agreements are focused on increasing the availability of your wind arm assets, increasing operational efficiency, reducing capital expenditure and downtime.

## REPAIRS & MODERNIZATIONS

GE offers replacement parts and repair services for all electrical components in order to increase your turbine and overall system performance, eg. Power stacks can be overhauled and upgraded to the latest technology in specialized workshops including full-load testing to match quality standards which apply to new build equipment.

Our Rotating Machines Services team is specialized in Doubly Fed Induction Generator (DFIG) Generator up-tower repairs and factory overhauls independent from the OEM. For specific fleet issues, we also offer root-cause analysis and concept re-design to improve reliability & life expectancy.

## CRITICAL SPARE PART STOCK

Holding the right spares in stock is critical to keep your operations running to avoid long lead times and unavailability of critical spares. Our engineers we offer a capital spares strategy, advising critical parts you should consider holding in stock to minimize risk of downtime. We will keep you informed with details of obsolete parts and upgrades packages, to allow you to order replacements and ensure your operations keep running.





# Support & Training For the Wind Industry

## ENGINEERING SUPPORT

In order to address all technical queries, GE's team of engineers will work closely with you from project conception to ensure the right technical specification, grid codes and designs are in the place. Throughout the project life time our team of engineering experts will also support you with retrofit and upgrades projects including. Fault Ride Through FRT retrofits to meet changes in grid requirements, our team are on hand to work with you to develop life extension concepts.

## LOCAL SERVICE SUPPORT

Improving the reliability and production of your wind farm is the top most priority of GE and for that GE has established regional service hubs that provide repairs, refurbishments and retrofit in the fastest way possible.

## REMOTE SUPPORT

We provide remote support to help minimize risk and maximize availability of your critical plant assets. Our remote support solutions ensures fast response to connect experts with the Center of Excellence (CoE) with field service teams in front of the equipment providing over the shoulder support in order to identify & help fix your issues remotely.

Our remote access platform ensures real time data capture and can generate periodic health reports that serve to monitor scheduled maintenance services, plant operations and perform remote diagnostics. It is powered by our 24/7 hotline and rapid response team to ensure actions on both global and local level to mitigate unplanned downtime.

## TRAINING COURSES

We provide service training courses which are delivered by the subject matter experts who are involved in design, installation and commissioning of our equipment.

The courses are crafted and tailored towards industry experts that are building product specific maintenance & troubleshooting expertise. We can tailor each course to meet the precise needs of your operating environment, industry or regulatory requirements and if required we can deliver at a location of your choice.

Our training courses provide a hands on experience for maintaining crucial plant components such as LV (Low Voltage) breakers, controllers, converters and switchgears. These training courses ensure your engineers remain up to date with the latest equipment, product development and industrial challenges. Your team will build up the right expertise and skills to efficiently use GE products and systems and to significantly reduce downtimes and increase performance.

## CONTACT US

[services.powerconversion@ge.com](mailto:services.powerconversion@ge.com)

