



Contractual Service Agreements

Increase the availability and reliability of your plant while controlling costs



Freedom to focus on strategic issues

When your focus is 100% on production and operations, you cannot afford to have your personnel distracted by the need for equipment servicing. That is why a GE Oil & Gas Contractual Service Agreement (CSA) should be an integral part of your plant maintenance strategy. With a GE CSA, your plant will be maintained at peak operating condition by our highly skilled and specialized experts, enabling you to obtain maximum production with high efficiency, reliability and availability. And, rather than a “one size fits all” approach, a GE CSA can be tailored to meet the exact requirements of your plant and operating conditions.



Dedicated to performance and uptime

The GE Oil & Gas Global Services team provides round the clock support to customers worldwide. Our Global Services portfolio includes a range of specific services to meet your maintenance needs that can be specially 'packaged' for your application, plant and equipment. The result is a CSA tailor-made for your business.

We have the capabilities to provide full support for both planned and unplanned maintenance, as well as other value added services – whenever you need them and wherever your plant is located. Leveraging OEM know-how, digital tools, advanced analytical software and experience across our entire installed fleet, our on-site team offers single-source accountability and a proven record of enhancing asset performance and reducing operating costs. Whether we provide direct service or simply support your efforts with tools and special programs, you can have complete confidence in the return on your investment.

Partnering from the start

Starting right from the proposal definition, our engineers listen carefully to understand your needs and develop the best solution to maintain your plant. We work with you to identify a combination of services that will provide the best balance of equipment performance and cost-effectiveness. We focus on your goals and, together, develop a CSA that will help you achieve them.

You determine the service objectives

We will configure a CSA that will meet the equipment or plant performance objectives that you specify. You decide and we will make it happen. We leverage our expertise and technology tools to develop a customized program that protects both your equipment and your budget – from time and material plans, to maintenance management, to complete on-site support.

Solutions for every budget Expertise for any plant



OEM services make the difference

Other companies may offer service contracts but only a GE Oil & Gas CSA delivers a proven track record of technology development, and a pathway for integrating new technology into your fleet. This adds up to quality, speed and productivity... a result that you will see in your bottom line.

OEM parts to protect your assets

GE parts guarantee superb quality for applications throughout the oil and gas industry. They incorporate our latest technical improvements, advanced materials, innovative metallurgical techniques, and high-tech aeroderivative designs. These advantages are unique to our parts and contribute to their superior performance and durability even under the most extreme operating conditions.

Expert repairs to extend the life of your components

Whatever assets you use and wherever your plant may be, GE's Global Repair Network ensures that you have timely access to the latest repair technologies. For many components, our innovative processes such as High Velocity Oxygen Fuel (HVOF) coating, RenewAlloy™ braze repair, Plasma Transferred Arc automated welding and robotic laser cladding make it possible to extend the life of equipment.

Experienced field service to increase plant availability

Highly qualified service engineers and a well-designed maintenance plan are fundamental to consistently achieving the best performance and maximizing the life of your machinery. For this reason, we are committed to providing you not only with excellent field services but also with OEM experience and knowledge to ensure that your equipment always operates as you expect, no matter what your operating conditions.

Expert consulting to maximize production

Your production revenues increase as a direct consequence of plant uptime. Since both reliability and availability are critical factors in establishing uptime, we offer OEM consultative services to improve your maintenance policy and inventory strategies with the goal of reaching equipment reliability of up to 99.5% and higher, and availability over 98%.

OEM training to increase your employees' capabilities

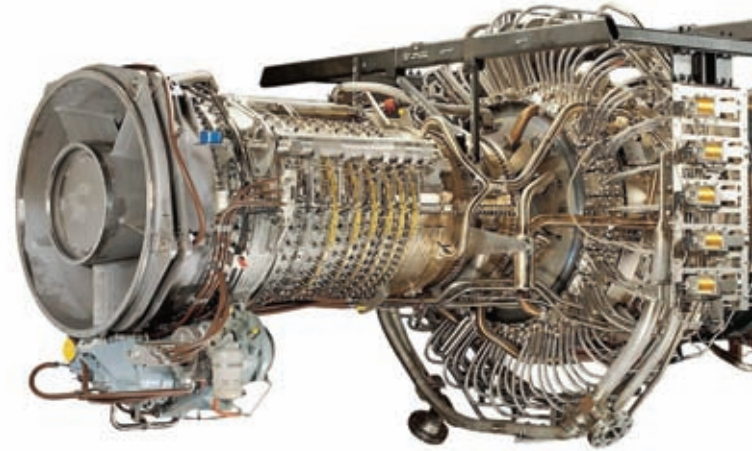
Employee training is one of the most important and profitable investments a company can make. As our customers acquire increasingly sophisticated and complex technology to meet their production needs, the technical proficiency of their personnel becomes more important for safe operation and system reliability. GE instructors are field-seasoned experts who combine in-depth understanding of theory with practical experience to help your personnel continually improve plant performance by reducing unscheduled outages and quickly resolving day-to-day problems.



Information-based remote services

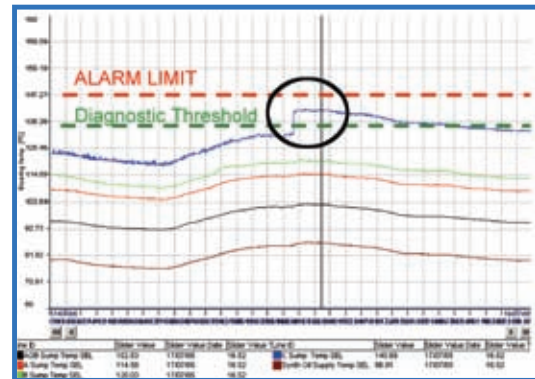
The GE Oil & Gas iCenter, located in Florence, Italy, is the central command post for all our real-time remote services. It is equipped with a full range of precision data acquisition and analytical systems and collects data from customer sites worldwide 24/7. With this capability, we offer a series of monitoring, diagnostic, advisory and tuning services including:

- Remote Monitoring & Diagnostics – for augmenting machine performance, maintainability and safety, and to help prevent unexpected failures.
- Remote Dry Low NOx Tuning – for DLN, K-ONE variable geometry and Dry Low Emissions (DLE) combustion systems.
- Predictive Emissions Monitoring System (PEMS) – low cost yet highly accurate continuous gas turbine emissions monitoring (approved by more than 30 environmental agencies around the world).

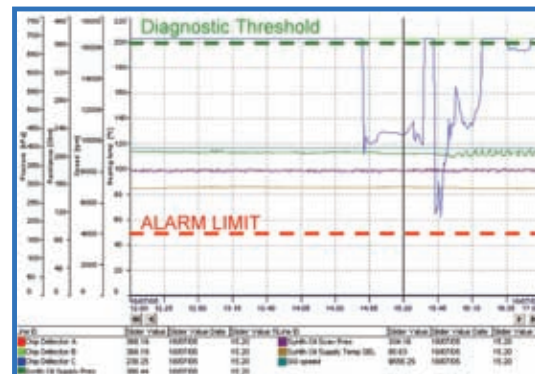


Field testing and inspection

Keeping your equipment operating at peak condition by providing on-site customer support is the mission of the Advanced Field Technology Team. Periodically (or as needed, including on an emergency basis), we measure, evaluate and troubleshoot to help you avoid problems and resolve issues that could impact production. Our experts employ a full suite of state-of-the-art instruments and equipment, and data acquisition and post-processing systems to perform all types of on-site evaluations including NDT inspections, performance tests, combustion/emissions monitoring and tuning, vibration analysis (including torsional vibration), and many others on all types of rotating equipment.



Our RM&D team identified dangerous temperature fluctuations that would have eluded the machine's alarm limit



Deficient resistance values were also recognized by our RM&D team before they were evident on-site

Pick the package that's right for you

GE Oil & Gas offers six different frameworks for configuring your CSA to deliver the service level, technology and expertise that you decide is right for your plant. By tailoring service levels to meet specific operating conditions and business objectives, we have helped customers achieve maintenance cost reductions of up to 20%.

CSA Features	i-CS	Xpress	Care	Pro-tech	Excel	O&M
Parts	X	X	X	X	X	X
Field Service Engineers	X	X	X	X	X	X
Repairs	X	X	X	X	X	X
Planned Maintenance Coverage			X	X	X	X
Remote Monitoring & Diagnostics	O	O	O	X	X	X
Reliability & Availability Guarantee			O	X	X	X
Resident Contractual Services Engineer	O	O	O	X	X	X
Unplanned Maintenance Coverage				O	X	X
Logistics & Inventory Management		O	O	O	X	X
Extended Maintenance Schedule				O	O	X
Routine Maintenance Coverage					O	X

X Standard O Optional





Local OEM support for technical issues and troubleshooting

Our Florence iCenter offers complete Remote Monitoring & Diagnostic (RM&D) services – but what if you are unable to transmit data internationally or want to avoid or limit information flow off-site? Now you can have all the processing and analysis power of our Florence iCenter – localized at your plant. With our i-CS agreement, a dedicated GE Resident Engineer is stationed on-site to apply comprehensive data analysis using diagnostic technologies fully integrated with your systems. The Resident Engineer will be your first-line troubleshooter – your single point of contact for faster and better outage management.

Continuous analysis of operating and production data is essential for enhancing the availability and reliability of your equipment. Our combination of expertise and advanced RM&D technologies can improve your availability and reliability metrics, driving up production.

i-CS also provides the foundation for the seamless integration of our Condition-Based Maintenance and OEM services (repairs, field services, consulting and training), all tailored to your unique needs and driven by the condition of your equipment.

Benefits:

- Single-source accountability through a dedicated Project Manager
- Local technical assistance and troubleshooting by a Resident Engineer
- Availability improvements
- 24-month advance maintenance/outage planning
- Easy access to the latest technologies



Full contract flexibility

If you value the clear long-term benefits of OEM service expertise but prefer the flexibility of short-term contractual commitments, GE's Xpress CSA offers simple alternatives to match your unique preferences.

Our Xpress service can span from planned and unplanned event management, to stock and warehouse management and resident engineers. The maintenance plan is tailored to your plant, with your choice of options from our service portfolio including parts, field services, repairs, consulting, information-based services, and training.

Benefits:

- Full maintenance agreement flexibility to match customer needs
- Single-source accountability through a dedicated Project Manager
- Local technical assistance and troubleshooting through a Resident Engineer
- 24-month advance maintenance/outage planning
- Easy access to the latest technologies





Care

Planned maintenance with predictable costs

You can maximize the value of planned maintenance through our Care CSA offering, which includes a set of tools and resources to improve the reliability, availability and efficiency of your assets.

Our equipment maintenance programs provide you with the best care for your machines through fully qualified, highly specialized engineers with extensive experience in your oil and gas applications.

We provide full inspection, maintenance and testing services for all your equipment to ensure that the committed performance targets are sustained over the duration of the agreement.

Benefits:

Care offers all the advantages of i-CS, plus:

- Guaranteed equipment reliability, availability and efficiency
- Comprehensive OEM support
- Minimized downtime for planned maintenance
- Fixed planned maintenance costs (based on fired hours)



Pro-tech

Monitoring and downtime avoidance

A Pro-tech CSA is focused on maximizing production and reliability using advanced diagnostic and troubleshooting technologies to help prevent failures and provide early warning of future maintenance requirements. Downtime is minimized and machine shortfall issues are identified and corrected. Pro-tech draws on all our advanced monitoring and diagnostic technologies – through on-site installations, as well as the extensive resources and personnel at our iCenter in Florence.

Real-time performance data is gathered from your plant machinery and transmitted to the iCenter, where an expert team of engineers is working around the clock to track the performance trends of your equipment. As variables approach their cautionary boundaries, we calculate the potential impact across your entire plant and work with you immediately to plan any necessary actions. The results go well beyond problem avoidance to improved overall performance.

Benefits:

Pro-tech offers all the advantages of Care, plus:

- Higher guaranteed reliability and availability
- Minimized downtime for both planned and unplanned events
- Fixed planned and unplanned maintenance costs (based on fired hours)





Excel

Maintenance and injection of the latest technology

An Excel CSA combines our full range of maintenance services with periodic equipment upgrades – your plant will always be at the leading edge of technology. With a thorough understanding of your equipment operating conditions, we supply the most suitable upgrades to improve performance.

GE's engineers are continuously extending technology boundaries, and we have a long track record over a wide range of applications and operating conditions. GE upgrades build on proven oil and gas industry technologies. This approach provides substantial performance and efficiency gains while minimizing customer risk.

We provide a broad range of Conversions, Modifications and Upgrades for all of our product lines including gas and steam turbines, centrifugal and reciprocating compressors, as well as all other equipment installed in oil and gas applications, always with attention to safety and the environment.

Benefits:

- Performance guarantees (availability, heat rate/power output, emissions)
- Longer equipment life
- Longer intervals between maintenance
- Risk/bonus sharing based on defined production levels
- Improved plant configuration
- On-site warehouse management, routine maintenance and logistics staff



O&M

Complete operation and maintenance

This service incorporates GE's highest levels of involvement and commitment to a customer's plant. While your managers focus on strategic business issues, our application specialists and engineering staff manage all day-to-day operation and maintenance activities.

O&M brings the full advantage of GE's Global Services team to work – quite literally – at your plant. All core services, OEM design and engineering, remote monitoring and diagnostics, enhanced maintenance, inventory management and new technologies are seamlessly integrated into your routine operations, day in and day out.

It is our most comprehensive and complex approach to service, but it actually results in the simplest business relationship, improving administrative and workload efficiencies, reducing your operating risk and enabling excellence and higher growth potential for both our organizations.

Benefits:

- Complete plant operation and maintenance management
- Single-source accountability for all service areas
- Higher guaranteed availability and reliability
- Longer maintenance intervals
- Total alignment between customer and GE with risk/bonus sharing based on production
- Improved plant configuration
- On-site warehouse management, routine maintenance, operations and logistics staff



**GE Oil & Gas
Headquarters**

Via Felice Matteucci, 2
50127 Florence, Italy
T +39 055 427 2500
F +39 055 423 2800
customer.service.center@ge.com
Nuovo Pignone S.p.A.

ge.com/oilandgas

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GE imagination at work