

Product Repair & Return Services



- Peace-of-mind that critical system components will be repaired or replaced with minimal downtime
- Keep company staff focused on strategic efforts while our service experts perform repair or return services
- Single point of contact for most major DC power manufacturers
- Service warranty for all repairs regardless of manufacturer

GE Product Repair & Return Services

GE 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 Product Repair & Return Services will get your equipment up and running as quickly as possible.

Overview

Our TL9000 certified field technicians and support engineers have become trusted advisors to our customers, always available to answer questions and help with any situation.

In addition to our own energy systems expertise, our teams of Tier 1 Service professionals are very familiar with all major DC power manufacturers' products.

Our goal is simply to provide our customers with best in class quality and on time repair 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.

Service Capabilities & Details

- Full staff of technical engineers and field technicians
- Advanced Replacements (RMA)
- Available 24x7, 365 days a year
- In-and out-of-warranty repair for AT&T, Lucent, Lineage Power, PECO II, Tyco and other suppliers' power products
- Component level troubleshooting and board repair, using both bench testing and automated test environments (ATE)
- All product repairs performed by our technicians offer a 180-day warranty

OVERVIEW

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
- 2000+ 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



imagination at work