

# Services

E/One's goal is simple: supply customers with technologically advanced systems that maximize generator performance and minimize forced outages. Along with more than three decades of supplying diagnostic and monitoring equipment to power generators worldwide, we are committed to providing unequalled levels of application engineering, after-sale service and support.



## SERVICES

- Long-Term Service Agreements
- System Installation, Start-up, Commissioning & Training
- Upgrades, Repairs & Retrofits
- Auxiliary Systems, Monitoring & Diagnostics Equipment Evaluation
- Analytical Services
- Application Engineering and Technical Support

### LONG-TERM SERVICE AGREEMENTS

E/One's Long-Term Service Agreement (LTSA) program is designed to ensure that our customers' equipment is cared for and maintained. Along with extending the life of the installed equipment, our LTSA promotes a healthy manufacturer-to-customer relationship that provides both cost benefits to the system owners, as well as "peace of mind" that results from having the equipment maintained and serviced by E/One certified personnel. An LTSA includes but is not limited to commissioning and training, semi-annual equipment evaluation, maintenance and repair, 24/7 emergency service support and 24-hour parts ordering service.

### SYSTEM INSTALLATION, START-UP, COMMISSIONING & TRAINING

E/One specialists are available for equipment installation (mechanical and electrical), supervision of equipment installation, or system start-up/commissioning and training. One of our greatest priorities is ensuring our equipment is correctly installed, operating properly and that site personnel are properly trained and confident in E/One system principles of operation, maintenance requirements, and troubleshooting. We'll provide field training or factory training – whichever works best for your operation.

### UPGRADES, REPAIRS AND RETROFITS

When compressed outage schedules prevent you from sending critical auxiliary equipment back to E/One for service, E/One's certified field service technicians will visit your site to expedite the process and get you back online.

Of course, when time allows, it's desirable to send your E/One equipment back to the factory for evaluation and service. The equipment will leave our factory only after it has passed the same rigorous quality testing it did originally, and you will be afforded additional warranty protection for the work completed.



E/One is increasingly retrofitting older gas control cubicles with standard and/or custom-designed Generator Gas Analyzer (GGA) systems, but an equally effective solution to older gas monitoring systems is field replacement of only the most critical components. This allows plants to utilize maintenance dollars rather than capital budgets and we make the process easy by providing you with outline drawings of the proposed retrofit package along with a quotation so that you can verify our system's installation within your existing enclosure.

#### AUXILIARY SYSTEMS, MONITORING & DIAGNOSTICS EQUIPMENT EVALUATION

An E/One Service specialist will inspect, test and verify proper operation of generator monitoring and diagnostic equipment. We will recommend improvements for the end-user's system and ensure that improvements conform with hazardous area requirements. This service is not limited to E/One-manufactured equipment and will include: Gas Purity Monitors, Gas Dryers, Generator Condition Monitors, Gas Manifold Systems, Seal Oil Systems, Stator Cooling Water Systems, Liquid Level Detectors/ Drip Leg Assemblies, Pressure Gages and Fan Differential Pressure Gages.

#### ANALYTICAL SERVICES

E/One provides analytical services, including collector analysis for Generator Condition Monitors (GCM's, GCM-X's and Core Monitors), Gen-Tag analysis for generators that have tagging compounds applied, metal analysis and lube and seal oil analysis. You'll receive a detailed report from E/One, and we'll also maintain a database of information from your generator that serves as a baseline reference for all analytical work performed.

#### APPLICATION ENGINEERING AND TECHNICAL SUPPORT

E/One provides application support to plant personnel both before and after shipment. We can be contracted to provide engineering services that supplement your organization's own capabilities, or if you want an outsource partner to work with an AE, EPC or installing contractor. Often ignored during generator upgrades are the auxiliary systems such as seal and lube oil, hydrogen cooling, gas supply and controls, stator cooling water and monitoring systems.

E/One can help you take a proactive approach to upgrading these critical auxiliary systems, which will help secure your best return on investment for your generator upgrade.

For utilities interested in having a single source for the complete scope of retrofit projects, E/One can take full turnkey responsibility. Contact us for more details.



Environment One Corporation  
Utility Systems / 2773 Balltown Road / Niskayuna, NY 12309 USA  
Voice: 518.346.6161 / Fax: 518.346.4382 / [www.eone.com/solutions](http://www.eone.com/solutions)

A PCC Company / LM000447