



## ***Failure Analysis Process Change: Salem, VA***

Revised: August 2019  
Initial Release: December 2015

GE has a long-standing tradition of providing in-depth Failure Analysis for the Mark\* Controls products and for bringing value to our customers in several ways. These values include:

- Isolating the failure mode of module(s)/component(s)
- Identifying potential corrective/preventative actions
- Reducing the risk of repeat failures (and associated down-time) based on corrective actions
- Providing a report documenting the failure mechanism and customer site recommendations

To improve this service and provide the best level of technical response expected by our customers, we are making the following changes to this program, effective January 1, 2016:

- Support of current platform production:
  - As a standard service, we will only provide Failure Analysis for components currently in production.
  - Customers must request a quote for Failure Analysis for components not currently in production and Failure Analysis will be dependent upon available technology.
- Process clarification:
  - Failure Analysis requests will use the [Power ServiceNow](#) case management system.
  - Warranty Return requests will use the [eRMA](#) system.
  - Because these systems are not linked, if both requests are required, a case must be opened in both of these systems.
- Customer charge:
  - The GE client requesting the Failure Analysis service will be charged \$3,000 for each module Failure Analysis.
  - If the issue is determined to be a module design or manufacturing issue, no charges will be invoiced.
  - Issues that cover multiple modules or have special circumstances will be considered on a case-by-case basis.
  - A Purchase Order (PO) number or charge code will need to be provided before an RMA number is provided to return a part for a Failure Analysis.

Thank you,  
Rob Turner  
Mark Controls Product Manager, GE Power