



GE
Inspection Technologies

Get the most out of your inspection technology.

Radiography & CT Systems
Service Offerings



Value beyond
the inspection.



A legacy of excellence.

As the world's digital industrial leader, GE is known for delivering high-quality innovative solutions to industry's problems. And the suite of industrial X-ray and CT products from GE Inspection Technologies is no exception.

Our easily operated technologies bring inspection right onto the factory floor or into the lab—uniting manufacturing processes with quality control and statistical data to ensure optimal performance, safety, and efficiency.

But our legacy of excellence extends beyond just hardware and software. We aim to make sure our customers get the most out of their solutions.

A seamless extension of your programs.

GE offers extensive services so that you not only maximize the benefits of our industrial X-ray and CT technology, but also operate them with confidence—knowing that your machines are backed by industry experts.

We work together with you to develop a preventive maintenance (PM) strategy that fits your operational needs.

By scheduling regular maintenance in advance, based on your specific use cases, we can ensure stable system operation, and minimize downtime caused by unplanned outages.



Three tiers of exceptional service.

Our team goes above and beyond to optimize system performance with global Service and Support Agreements (SSA)—delivering increased response times and accelerated spare part shipment, as well as premium antivirus and firewall protection*.

Customers can choose from three main tiers of service, with customized global SSA packages also available, as needed^.

GE Inspection Technologies: Global remote service offerings

Service Tier

PM agreement
Expert call-back
Part deployment*
On-site intervention*
Software updates
Hot swap detector[†]
SSA manager
Wear parts (L1)
Spare parts (L2)

Essential



24 hours

5 days

5 days



-

Purchase Required

Purchase Optional

Advanced



4 hours

48 hours

48 hours



-

Purchase Required

Purchase Required

Premium



2 hours

24 hours

24 hours



Purchase Required

Purchase Required

* Response time begins after triage

[†] Certified refurbished component available during detector failure analysis until up to 14 days after GE communication of disposition

*Compliant with GE's cyber security requirements

^Customized global service (SSA) packages based on individual needs are available upon request.

Availability of different service offerings depends on the country. For details, contact your local sales representative.

We aim to increase
your productivity
through improved
technology, easy
automation, and
superior service.



Solve issues faster than ever before.

GE's Remote Monitoring Solution enables you to resolve issues before they escalate and avoid unplanned outages—all without picking up the phone.

Our innovative web-based Condition Monitoring platform* monitors and stores data from your various systems, with agents installed prior to shipment. Through this permanent connection, log data is collected and sent to a secure centralized server on the cloud, with periodic notifications sent right from your system.

With this solution available on-demand, our team will be able to start investigation before you call with a problem.

*Condition Monitoring availability is dependent on system type and configuration.



Expertise, delivered remotely.

With remote troubleshooting, it's simpler than ever to diagnose symptoms and determine a timely solution. In fact, 50% of cases are fixed remotely. This helps to avoid costly service visits and reduce downtime.

Our on-call remote technical experts can be easily reached by phone or email. Their contact information is conveniently located right on your machine, and they answer every inquiry within 24 hours—or as little as two, depending on the service package. So you are guaranteed a prompt response.

We securely log right into your system for effective remote troubleshooting.

And if on-site intervention is required, a field service engineer will be dispatched upon request. Remote diagnostics allow our experts to know what they need to do, and what spare parts are required, before they arrive. As a result, issues can be fixed in just one visit.

This is all part of our remote service strategy, designed for convenience, efficiency, and optimal machine health.



Have a technical question or issue?



Call or email to contact expert team.

- 14 languages
- Service around the globe
- One convenient phone number and email



Experts troubleshoot remotely.

- Real technical experts every time
- 50% of cases are fixed remotely



Issues are solved.

- If required, field service engineers are dispatched.

A partnership for the future.

As today's digital industrial leader, it's our promise to deliver high-quality inspection systems, designed to help your operation thrive. So it's crucial those machines work efficiently and with the highest up-times. By providing improved response times, expert support, accelerated part shipment, and optional remote monitoring for all our customers, we're building a partnership that prepares you for the future.

gemeasurement.com/contact-us

GE Inspection Technologies Global Remote Service Team

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Or call your local number:

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