



Technical Service Agreements

Overview

Nexus Controls, a Baker Hughes business, understands the challenges you face with operating and maintaining diverse fleets of aging equipment, especially today with so many workforce changes. That's why we are committed to providing timely execution, intuitive solutions, and long-term peace of mind through our flexible and affordable Technical Service Agreements (TSAs).

How it works

Purchase a block of hours (typically 50, 100, or 200) to be used anytime throughout the year. Our team will help you create an initial plan of how you might use these hours to estimate the right size block to meet your needs. Then, how you use your hours, is totally up to you. They can be leveraged for any of the following uses.

- Phone Support
- Preventative Maintenance / Health Checks
- On-Site Troubleshooting
- Software Engineering Changes
- Remote Online Training
- Technical Coaching
- CAP Patching
- On-Site Cybersecurity Assessment

The more hours you purchase, the higher the level of discount that will be applied to your service package (starting at 5% all the way up to 20%). In addition to your block of hours, your package may also include spare parts and other services – such as Remote Diagnostics (RDS), Cyber Asset Protection (CAP), and PartSmart – all of which will qualify for the same discount level. Signing up for a multi-year agreement will also increase your discount rate, while decreasing the time you spend re-negotiating your contract each year.

A Nexus Controls' service package allows you to leverage our world-class expertise to care for your control system, so your workforce is freed up to focus on optimizing your production.

Benefits

- Flexible packages to meet your needs
- On-time and on-budget outages
- Reduced overhead negotiating contracts
- Reduced downtime and expense
- Faster issue resolution
- Leverage world-class expertise
- Focus on improving operations

Applicability

- Nexus **OnCore**[†] Control System
- Nexus **OnCore**[†] Safety System
- GE Mark V, VI, Ve/VIe and HMIs
- GE EX2000, EX2100, and EX2100e
- LCI Starting Systems
- Nexus **OTArmor**[†] and Cyber Services

24/7 Dedicated phone support

- Targeted contact within 4 hours during normal business hours
- Targeted contact within 6 hours for emergencies outside normal business hours

Controls connect

With any of our Technical Service Agreements, you will get access to our Controls Connect web portal, where you will have digital access to knowledge base articles, as well as information about your cases, work orders, services agreements and more. You can use the portal site to create new requests, or contact us via email, or phone using the information below.

Global Technical Support

North America:	+1-888-943-2272; +1-540-387-8726
Latin America (Brazil):	+55-11-3958-0098
Europe (France):	+33-2-72-249901
Asia/China (Singapore):	+65-6622-1623
Africa/India/Middle East (U.A.E.):	+971-2-699-7119
Email:	controlsconnect@bakerhughes.com
Spare Parts/Repairs:	controlsparts@bakerhughes.com
Online Store:	www.nexuscontrols.com/store

About Nexus Controls

Nexus Controls LLC (formerly GE Energy Controls Solutions) exists as the collective experience and history of multiple companies whose expertise, knowledge, and lineage spans over 150 years.

Our global team of domain experts are in 44 countries on all six continents and have Successfully delivered over 11,000 successful projects in the power, oil & gas, and various industrial markets.

[Please contact us here to learn more.](#)

<https://www.bakerhughesds.com/nexus-controls/global-services>

† Registered trademark of Baker Hughes in one or more countries

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