

One Number,
24 Hours a Day,
7 Days a Week



GE
Oil & Gas

Customer Service Center
+39 055 427 2500

Please check your machine
serial number before calling CSC





GE Oil & Gas Technical Assistance Form

Please help us to expedite your request for Technical Assistance. The following information is needed by the Customer Service Center at the time that you submit a technical assistance request. Missing information can delay the process.

The Customer Service Center is available 24/7 to receive the form and to help you with a rapid response.

- Serial number of the unit
(For auxiliaries and associated equipment always include the turbine serial n°)
- Turbine fired hours
- Number of start-ups
- Actual machine status
- Last intervention type and date
- Alarm and trip log
- Is machine covered by remote monitoring & diagnostics (Y/N)
- Description of the event
- Is the event recurrent (Y/N)

If Applicable

- Vibration and axial displacement values with respective GE tag number
- Bearing temperature values with respective GE tag number

Phone: +39-055-427 2500

Fax: +39-055-423 2800

e-mail: customer.service.center@ge.com