

3300 Monitor System Obsolescence

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Since its introduction in 1988, the Bently Nevada 3300 series monitoring system has served with distinction as a highly reliable solution for machinery protection and monitoring needs. However, as technology has advanced, it has become increasingly more difficult to find suppliers that manufacture the components on which the 3300 system relies.

Accordingly, our focus has transitioned from the ability to sell new 3300 systems indefinitely, to the ability to adequately support the large installed base of 3300 systems worldwide while providing adequate lead-time for customers to develop appropriate migration strategies.

After careful assessment, we have formalized the following support plan:

We will support the 3300 monitors in Phase 4 as long as possible given limited availability of components. In Phase 4, we support repair of products – provided that the required replacement components are still available. However, we no longer provide spare parts.

We are committed to holding this Phase until all monitors are out of their 3-year factory warranty. Current estimates are that we can continue in Phase 4 until January 2014, at which time we will move to Phase 5. In Phase 5, we can no longer support the monitors, and we do not recommend continuing to use them in a machinery protection application.

As always, we will honor our 3-year factory warranty. We are committed to holding Phase 4 of obsolescence until all spare 3300 monitors that were purchased during Phase 3 are beyond their warranty period.

Bently Nevada Product Life Cycle Phases

- **Phase 1:** Complete systems, spares, and repairs are available. Periodic product enhancements are implemented. New custom modifications are available.
- **Phase 2:** Same support as Phase 1, except that enhancements are no longer planned, and new custom modifications are discouraged.
- **Phase 3:** Spares only. No new systems are available.
- **Phase 4:** Repair only. No spares are available.
- **Phase 5:** Product is obsolete and is no longer supported. It is not recommended for continued use in a machinery protection application



Field verification and troubleshooting services will continue to be available for 3300 monitor systems for several years after the transition to Phase 4. While we are committed to provide field service as long as practical, we cannot guarantee that problems encountered by the field service engineers will always be able to be corrected, since we will no longer be producing spare parts.

Note: This obsolescence notice does NOT affect 3300 Input/Output (I/O) Modules. 3300 I/O Modules will remain in their current status, and will continue to be available.



GE recommends that all 3300 monitoring system customers consult with their local sales professional specializing in Bently Nevada Asset Condition Monitoring to develop an appropriate migration strategy. This strategy should take into account the timelines for Phases 4 and 5 outlined above, the planned outage schedules for affected machines, and other relevant details.

We are acutely aware that migration to a newer platform must address the cost-benefit considerations of advanced functionality versus the disruption that system replacement represents. Some customers will place primary emphasis on advanced functionality, with less concern for installation convenience. Others will place primary emphasis on minimal disruption, preferring

a “drop in” replacement that preserves field wiring terminations, panel cutouts, and other installation details. Our various 3300 migration options reflect these differing needs, allowing customers multiple choices.

Several migration options exist today, including the 3500 series Monitoring System. Others will be introduced over the next 3 month period. The appropriateness of a particular option will vary on a case-by-case basis for each customer depending on their existing 3300 installation, current and future functionality requirements, anticipated service life of the machine being monitored and other details. Your GE sales professional can assist you in understanding these options and evaluating their suitability for your specific situation. ■