

# OCEAN

remote support



*Service & Maintenance Program*

a brand of 





## Remote Diagnostic System (RDS)

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We are set up to provide technical support to your vessel wherever you are. Our dedicated staff is ready to access your on-board system remotely as soon as necessary, avoiding waiting time for a unexpected on-board service.

- Remote support for the troubleshooting of:
  - Navigation system
  - Communication system
  - I-Bridge
  - Chart system



## Preventive Annual Maintenance (PAM)

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With this service we will take care of the full Nav-Com equipment lifecycle by offering a planned service program that aims at preventing faults and failures by monitoring, maintaining and repairing your appliances. We schedule together with you and considering your Yacht program when and where to come on-board to carry out technical services, inspections, test and regular maintenance of equipment as per manufacturer's indications to ensure continued efficiency and best performance of your electronics, helping also to secure your investment. A regular check of your equipment helps improve their life cycle.

- Pre-season navigation equipment check-up
- Pre-season radio equipment check-up
- Annual gyro service maintenance
- Chart update installation (chart excluded)
- Charting SW maintenance and update (latest release available)
- I-Bridge SW maintenance and update (latest release available)
- Annual on board training enhancement (during preventive annual maintenance)
- SART and EPIRB maintenance, testing and certification
- Annual GMDSS Radio Survey and Shore Base Maintenance renewal
- Release of recommended service list



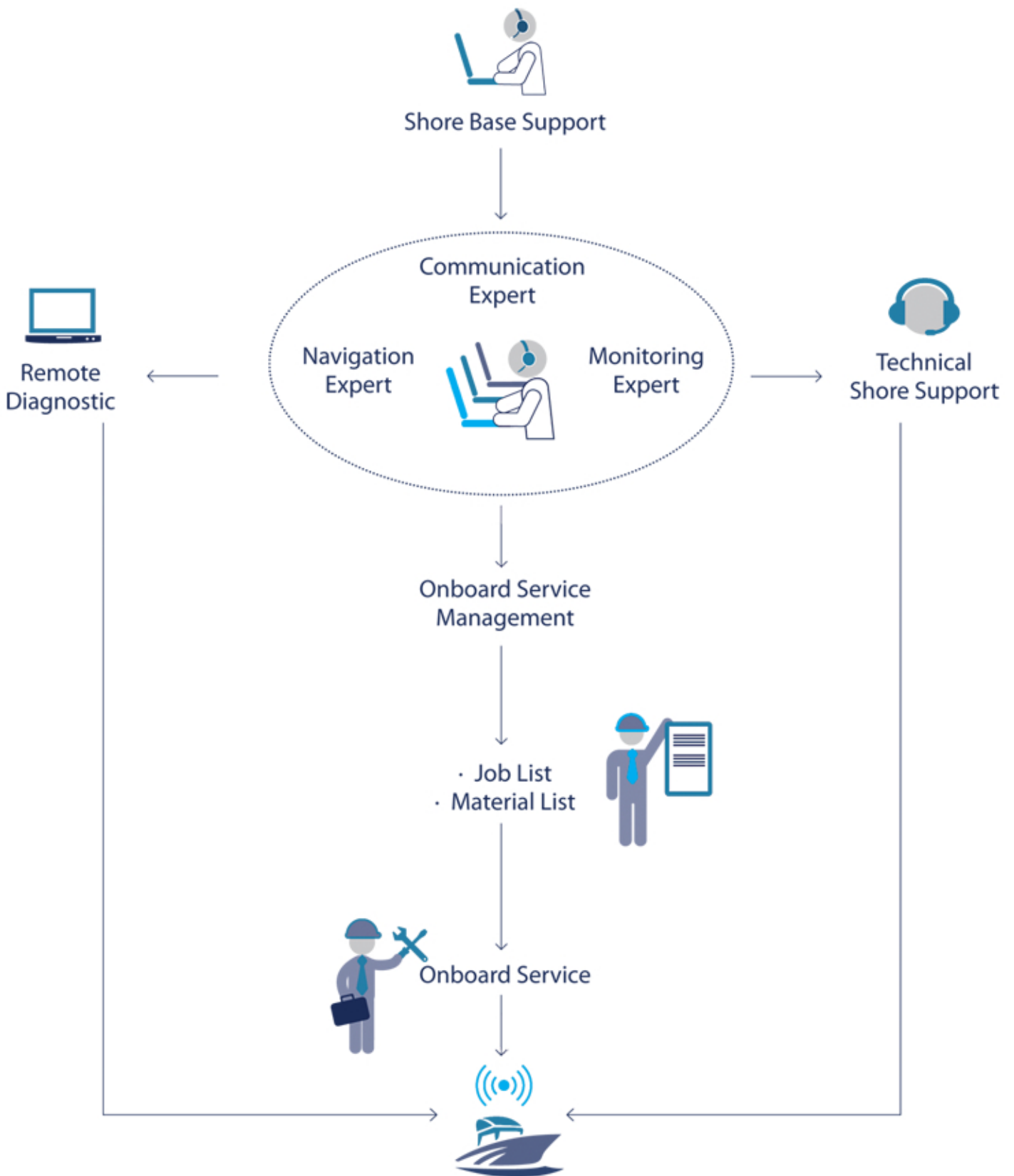
## Shore Based Support (SBS)

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With SBS we offer a help desk where you can find all the support you need to identify the problem and solve it in the best and quickest way, facilitated by our experts. We coordinate, provide and perform maintenance and on-board service all over the world. For your peace of mind, we keep record of the technical specifications of your on-board system and electronics and we schedule the needed services to be carried out before their expiration date.

- Helpdesk 1° level support
- Global service coordination
- Global spare parts delivery
- Central service database
- Manufacturer warranty management
- Service reporting and analysis
- Advice on preventing maintenance and efficiency improvement
- Technical information management for Nav-Com compliance and regulations
- Up to 10 hrs. of telephone support for technical troubleshooting

# Workflow Aftersales Service.





## Warranty Extension (WEXT)

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Let us take care of all unexpected repairs worldwide.

The Warranty Extension gives you maximum reassurance even when your product warranty has run out.

Indeed, it is a service contract that protracts warranty in addition to the standard warranty on

- One year extension after warranty expires
- Two years extension after warranty expires
- Three years extension after warranty expires



## Spare Parts Kit (SPK)

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Having the right spare part on hand, and telephone support available while in a remote area, can be of crucial relief.

A dedicated Spare Parts Kit will be put together, carefully selected based on the specific Nav-Com arrangement on board of your vessel. It's important to have this with you before setting out to your cruise.

The benefits of this service are:

- Minimized downtime in case of equipment failure
- Installation reliability with tested parts
- Your own stock of selected spare parts, appropriate for your vessel's set up, ready for fast problem solving
- Telephone and e-mail support (in case of SBS agreement)



## Additional Services

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### **ADDITIONAL SERVICES:**

- Mandatory Radio Survey
- Mandatory LRIT, Test, activation and subscription
- SAT-C and SSAS activation and subscription
- Fleet Broad Band activation and subscription
- V-Sat Airtime activation and subscription
- Shore Base Maintenance Agreement
- Electronic Chart supply

Make sure you're following the right route.

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## Service Maintenance Program

Our Service Maintenance Program (SMP) assures preventive maintenance for your Yacht, keeping your Nav-Com equipment running safely and reliably.

Before you start your season, let our certified service engineers handle all of your Nav-Com needs.

It is extremely important to perform maintenance regularly to keep your Yacht running at peak performance.



**OCEAN**  
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