

# Maintenance Contracts

Wherever you navigate. We are with you.

Raytheon Anschütz is a leading provider of bridge and navigation systems to the commercial shipping and ship-building industry. Each day, those underway rely on the manufacturer's know-how and a network of more than 200 qualified service stations worldwide that offer technical assistance round the clock.

As a predictable and long-term partner our philosophy is to support our customers in optimizing their results in daily business. Therefore, individual customer service after delivery has a high importance for Raytheon Anschütz. Our customized solutions for Maintenance Contracts provide value for money in the short and long term and support the respective customer with a low-risk, forward-looking support solution at fixed annual cost.

The Maintenance Contracts ensure maximum reliability and high availability of system functions at predictable costs for the entire period of performance. One central point of contact takes responsibility for all products delivered, releasing you from unnecessary administrative workload in case of a service.

Under our Maintenance Contracts our central service organization offers a 365|24|7 support, making possible quick reaction and professional technical assistance in case of a service. By preparing the service attendance, checking for spares availability, and selecting a qualified service station our service coordination contributes to better service quality and optimized results for customers.

## Typically, a Maintenance Contract covers:

- Coordination and support
- Preventive service and maintenance
- Failure and emergency services
- Spare parts
- GMDSS SBM
- Consultation for retrofit programs
- Fixed annual fee



We take care for you with individual agreements that include competent service, global support and cost efficient maintenance – in a modular solution that is tailored to the requirements of your vessel.

Maintenance Contract Service Level Options		Premium	Professional
Parts	Spare Parts included	✓	✓
	Magnetrons included	☐	✓
	Gyrospheres included	☐	✓
Labour	Labour included	✓	✓
Travel	Overtime included	✓	✓
	Travel up to 200km / 2h included	☐	✓
Shipping	Freight charges included	☐	✓
Customs	Customs and duties included	☐	✓
Internal Administration Requirements	Coordination of service and maintenance	✓	✓
	Arrangement of maintenance Service based on individual		
	Equipment Maintenance Schedule	✓	✓
	Selection of suitable service station based on know how aspects	✓	✓
	Placing the order for the service on Raytheon Anschütz account	✓	✓
	Controlling the confirmation of order by the service station	✓	✓
	Reconfirmation of service attendance to Customer	✓	✓
	Providing reasonable support to the service station	✓	✓
	Providing spare parts recommendation	✓	✓
	Checking on spare parts availability at the service station	✓	✓
	Control of service attendance	✓	✓
	Control of invoice	✓	✓
	Check of service report	✓	✓
	Check of hours used in relation to the defect	✓	✓
Check of material used in relation to the defect	✓	✓	
Settlement of invoice with the service station	✓	✓	

Our maintenance and logistic services provide efficient help to reduce our customer's administrative workload and increase operation time of the vessel. The ongoing qualification of attending service stations through regular service training courses and continuous performance evaluation programs are a standard of quality management by Raytheon Anschütz. A flexible, reli-

able and fast supply chain, backed up by continuous inventory check-ups of 20 large spare parts depots, ensures for maximum spare parts availability around the world.

Get in touch with us to receive your individual solution.