Customer Service

One call and you get the fix

More than 200 Service Stations Worldwide

- Highest performing service network
- Customized coordination and support
- Original spare parts sales
- Continuous training program
HOW DO WE SECURE THE BEST RESULTS FOR CUSTOMERS

Customers have a central point of contact for any service matters. Skilled service coordinators offer customized support and ensure high transparency during the entire process— to keep customers’ administrative time, effort and costs ashore at a low level.

An experienced team of in-house experts has in-depth maker’s know-how about Raytheon Anschütz’ navigation systems— backed by a close cooperation with R&D, project management and production. This allows us to send out a technician with the right spares and clear instructions on hand.

Worldwide the large network of subsidiaries and service partners—who are trained continuously through professional hands-on qualification programs—and a sophisticated spare part supply chain provide the base for successful service attendance at moderate cost.

Today, we can successfully fix more than 90% of all service calls with the first visit onboard. The customer benefits: Reduced vessel downtime, and overall reduced cost for service and maintenance.
CENTRAL SERVICE COORDINATION

• Central service point for all products delivered
• 365/24/7 via the hubs in Singapore, Germany and Panama
• Personal support ensures transparency and regular status updates
• Highly skilled technical supporters and remote diagnosis infrastructure
• Maker’s knowledge about various generations of navigation systems
• Customized service options such as maintenance contracts

GLOBAL NETWORK

• Worldwide network for short distances and quick reaction times
• Sophisticated continuous spares logistic with A/B/C depots
• Inventory analysis to guarantee high availability of spares
• Regular training courses for worldwide service partners
• Continuous performance evaluation programs
• Intensive specialist training for service partners

GLOBAL NETWORK

With more than 200 trained service stations around the world and own senior field technicians at the hubs of Singapore, Germany and Panama, Raytheon Anschütz maintains one of the world’s largest maritime service networks.

Visit our website to contact the Raytheon Anschütz service: http://www.raytheon-anschuetz.com

365|24|7 - CUSTOMER SERVICE

Service Center Singapore  +65 82988844
Service Center Kiel, Germany  +49 1716510708
Service Center Bremerhaven, Germany  +49 1713034853
Service Center Panama  +507 66727676
MAKER SUPPORT AND ORIGINAL SPARE PARTS

As a manufacturer, Raytheon Anschütz can provide a variety of maintenance and lifecycle services. These include long-term based update und logistic services, including obsolescence management, regular software updates as well as customer specific updates and shore-based maintenance. Tailor-made retrofit and upgrade suggestions round out the portfolio for total lifetime support.

The use of original spare parts ensures quality and thus optimal performance without expensive follow-ups and without risk of trouble with port state control.

Visit our website for latest information about Raytheon Anschütz customer services:
http://www.raytheon-anschuetz.com/customer-service

RAYTHEON ANSCHÜTZ SERVICE CENTERS

Raytheon Anschütz Singapore Pte. Ltd.
51 Bukit Batok Crescent
#07 - 08 Unity Centre, Singapore 658077
Email service@raysingapore.com

Raytheon Anschütz Panama, S. de R.L.
City of Knowledge, Clayton, Building 225
Panama City, Rep of Panama
Email service@raypanama.com

Raytheon Anschütz GmbH
Zeyestrasse 16 - 24
D-24106 Kiel, Germany
Email service@raykiel.com

Raytheon Anschütz Office Bremerhaven
Am Seedeich 45
D-27572 Bremerhaven, Germany
Email service-brhv@raykiel.com

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