



TRANSAS **GLOBAL SERVICE** **NETWORK**

**BUILDING LASTING
RELATIONSHIPS THROUGH
EXCEPTIONAL SERVICE**

TRANSAS GLOBAL SERVICE NETWORK

Transas Marine's Service philosophy is to provide the highest level of service to the global shipping industry, and become the preferred partner for all service coordination. With our extensive service network strategically spread worldwide, Transas delivers fast and efficient service to our customers.

TYPE-APPROVALS

Transas is a leading manufacturer of marine navigation equipment and operates according to ISO 9001:2000 principles. Transas Marine is type-approved by all leading certification societies.



TYPES OF SERVICE

- Bridge electronics and communication equipment (ECDIS, Radar, Conning, (S)VDR, AIS etc)
- Annual Performance Test (APT) for GMDSS, ECDIS, (S)VDR, LRIT
- Electronic Chart support
- GMDSS Radio Survey
- SSAS
- Fleetview Online
- LRIT
- Online and remote support
- Third party equipment service (Skipper, Thrane & Thrane, Skipper and other).

TRANSERV CONTRACT

The TRANSERV program is appropriate for the entire range of Transas products. It consists of a number of individual options, designed to offer every Transas customer a range of maintenance, support, warranty and upgrade services, which optimally meet their budget and business objectives.

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|-------------------------------------------------------|------------------------------------------|
| • Maintenance, support, warranty and upgrade services | • Technical consultancy |
| • Service Case Management | • Charts order support 24/7 |
| • Annual onboard visit by Transas specialists | • Technical support for ship's crew 24/7 |
| | • Spare parts delivery worldwide |



TRANSAS SUPPORT DATABASE

Transas has established the Transas Support Database to streamline the service support process. The Transas Support Database is a web-based application where every step is recorded, from request submission to service implementation and documentation issue. All Transas service engineers can track a vessels' complete history from any part of the world.

ALWAYS WITHIN YOUR REACH

The Transas Worldwide Service Network can respond to any service enquiries 24/7, and guarantee that service is delivered in time. We have three main service coordination centres in Europe, America and Asia to ensure reliable and consistent support for all our customers.

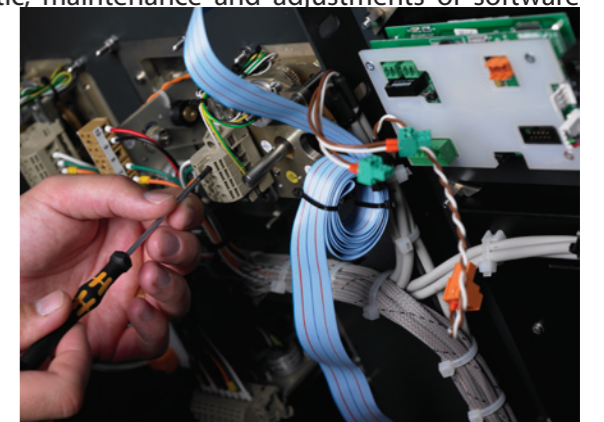
Transas provides service with its own trained specialists in all the major ports, and supplies service to all other ports via our widespread Service Network. All work is performed by Transas-certified engineers who are continuously trained to upgrade and maintain their knowledge of the latest technologies.

Spare parts stock is available in strategic locations to ensure prompt delivery to a vessel within 24 hours.

Remote Service

Transas Marine performs Online Remote Support, diagnostic, maintenance and adjustments of software installed on-board. Remote Support is provided via a secure connection using Transas Firewall and Virus Protection system Transas Bridge Link.

Transas Bridge Link is a type-approved computer-based firewall and virus protection system set up between vessel's network and Transas on-board navigation system.



TECHNICAL TRAINING

Technical training is a vital part of our service and support department. We provide technical training to our service partners, service network and to our customers' own technical departments.

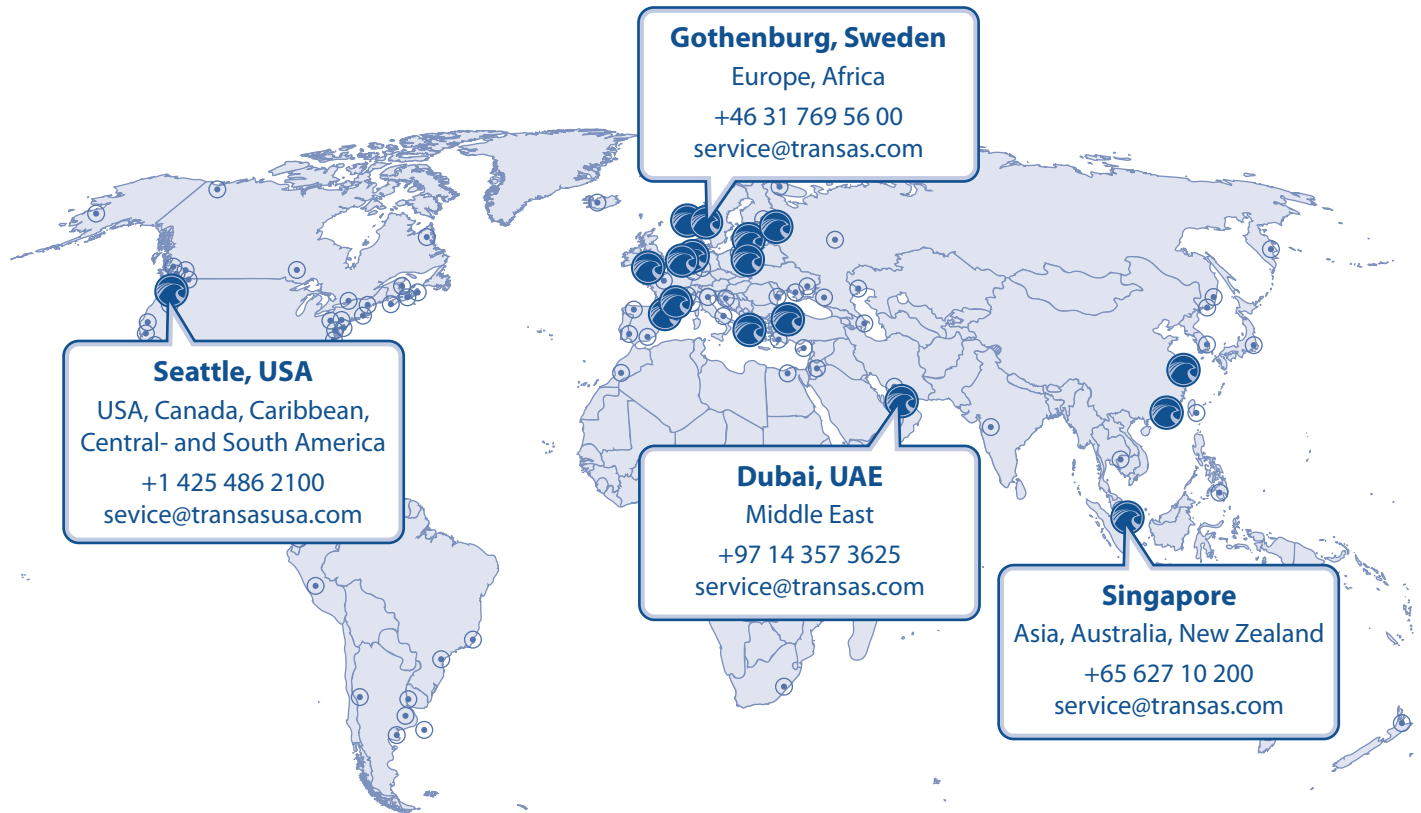
Training is available as a 3-day course and may be adapted according to customers' requirements.

Technical training includes:

- | | | |
|-------------------------------------|---------------------------------------------------|---------------------------------------|
| • Installation of operation system | • Software installation | • Installation of licences and charts |
| • Configuration of operation system | • Troubleshooting | • Creating registry and back-up files |
| | • Network configuration and connection of sensors | |

A Transas engineer certificate is issued following successful completion of the training course.

TRANSAS SERVICE COORDINATION CENTRES



24/7 Support
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23 offices around the world with over 100 Transas service engineers
70 authorized service partners with 230 fully certified service engineers

WWW.TRANSASMARINE.COM



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