

Sperry Marine

NORTHROP GRUMMAN

Service Maintenance Contracts



**Comprehensive Maintenance Contracts
for Worldwide Marine Service**

Service Maintenance Contracts

Keep your vessels moving with reliable and high quality service

Convenient and customised maintenance contracts with worldwide support for navigation solutions.

Our customised solutions for maintenance contracts provide value for money both in the short- and long-term, supporting customers with a low-risk, forward-looking, support solution at a fixed annual cost.

Increase Reliability

Having a maintenance contract ensures maximum reliability and high availability of system functions at predictable costs for the entire period of performance, wherever and whenever service or maintenance is required. A single point of contact takes responsibility for all products delivered, releasing you from unnecessary administrative workload. Our central service organisation offers 24/7 support, ensuring quick reaction and professional technical assistance at all times.

Proactive Service

Our proactive approach means we take responsibility for ensuring the continued uptime of your products and systems. You also benefit from known maintenance budgets, to aid financial forecasting and cost management, with no unpredictable costs for parts or labour.

When it comes to optimising performance, we can provide many benefits, including:

- Wide range of service contracts
- Contract support
- Continued operational reliability
- Highest quality service

Wide Range of Contracts

You can choose from a range of service contracts, and all options can include training and reports if required:

- Fixed-price coverage of navigation and communication equipment, including Northrop Grumman Sperry Marine and other vendor equipment
- Fixed-price management fee per vessel, plus time and material for service
- Customised plans for certain equipment and scopes of work.

Fixed Annual Fee

Maintenance contracts help reduce your total cost of ownership (TOC). For a fixed annual fee, maintenance contracts typically cover:

- Coordination and technical support
- Preventative service and maintenance
- Failure and emergency services
- Spare parts
- Software updates
- Annual Key Performance Indicators
- Equipment reliability analyses
- Consultation for retrofit programs



Prompt shipboard maintenance and repair services in every major seaport in the world

Continued Operational Reliability

We understand your critical need to ensure maximum safety and reliability at all times.

We are available 24 hours a day, every day of the year, to help you achieve continued operational performance at all times, through the quality of service, the reliability of our products and parts, and the speed with which we attend to your requirements. We are here, ready to help you, as soon as you contact us, whether you require help with on-demand servicing and maintenance, spare parts, upgrades or retrofits.

Highest Quality Service

Wherever you are in the world, and whenever you need our help, you have at your command over 150 Northrop Grumman Sperry Marine service employees worldwide, based in 20 offices around the world, managed from regional service coordination centres, in Europe, the United States and Asia. This support system is complemented by a global network of more than 100 service representatives.

Full service and maintenance

It couldn't be easier for you to arrange the service, repair or maintenance of any your navigation or communication products or systems. A single call or email is all it takes to initiate immediate action from our global service network, ensuring that your service request is handled quickly and efficiently.

Key Benefits:

- Worldwide service 24/7
- One point of contact
- Avoid disputes with different service providers or manufacturers
- Financial transaction with worldwide service suppliers is with Northrop Grumman Sperry Marine
- Receive service information through obsolescence report and statistics
- Lean administrative process
- Predictable costs
- Technical expertise of our highly trained and experienced service engineers

Fast supply of spare parts from strategically-placed depots

Our service network is supported by our comprehensive network of parts distribution centres, service depots, repair workshops and centralised despatch centres. To ensure reliable and fast delivery, we hold original Northrop Grumman Sperry Marine parts at strategic locations worldwide, coordinated from three global distribution centres in Europe, the United States and Asia.

Customised upgrades and retrofits

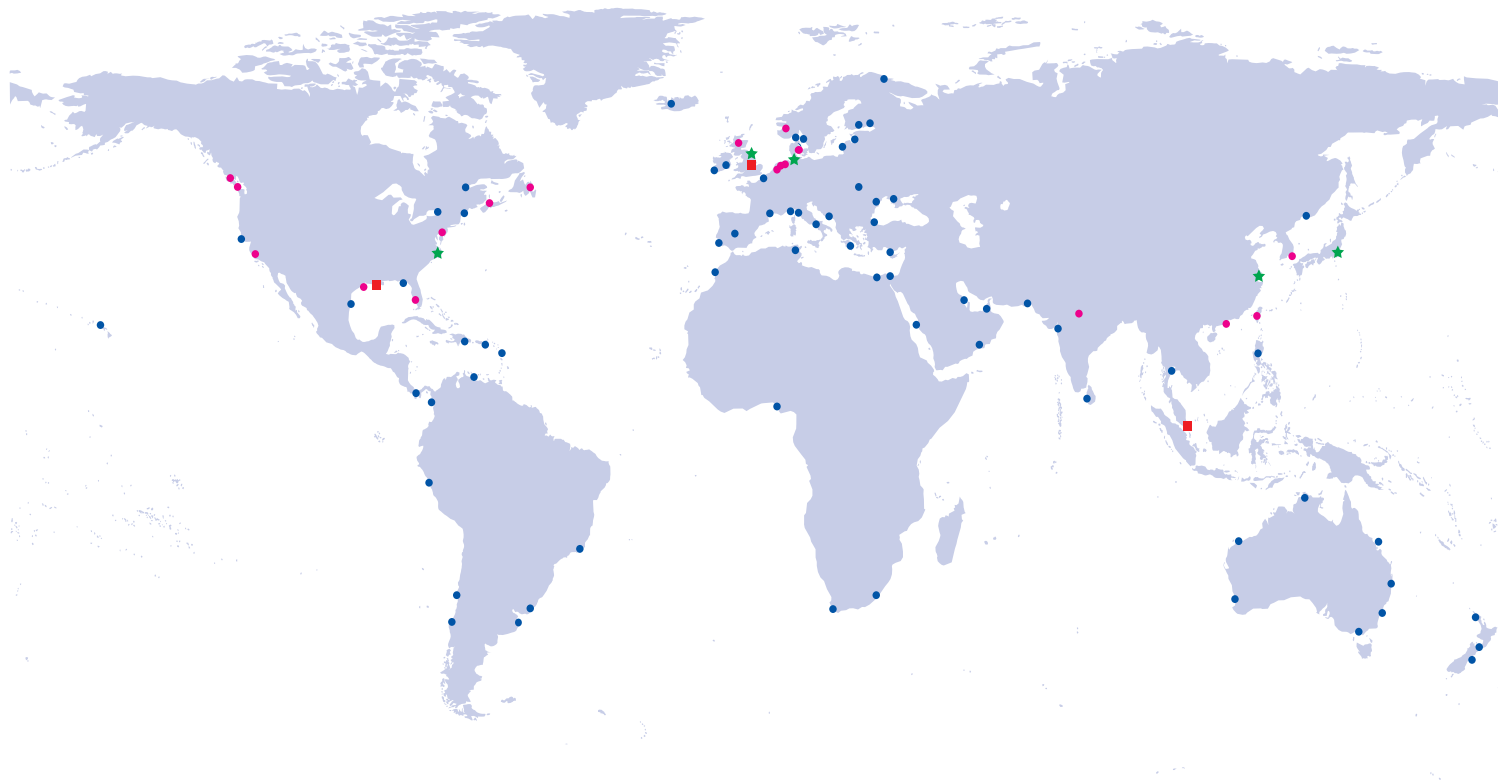
We can offer proven retrofit solutions for all Northrop Grumman Sperry Marine products, as well as those of virtually any other manufacturer. With many years of retrofit experience, and our expertise as a manufacturer, we have the essential skills and equipment to integrate technologies of different generations and systems.



Worldwide service with skilled and trained Marine Service Engineers

24/7 Service

Our global service network provides prompt shipboard maintenance and repair services in every major seaport in the world, 24 hours a day, 365 days a year.



● Sperry Marine Service/Sales locations ● Sperry Marine Service Agents ■ Regional Head offices ★ Gyrofin offices

For more information, please contact:

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A division of the Northrop Grumman Corporation, Sperry Marine provides a range of sophisticated navigation solutions for mariners around the world: autopilot and steering control systems, compass systems, integrated navigation and bridge systems, integrated platform management systems, speedlogs, navigation radar and ECDIS. Working with mariners around the globe for over 100 years.

Specifications and features subject to change without notice.
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BR-238-BLB-0314
A330 #: 14-0689
N&MSD Comms_OPC_04/17

