Maintenance and Support Services

Maintenance Service – Certified Support Services

After you take delivery, our most important role begins – Support. You need support that is reliable, affordable, and effective. You need support you can count on so that you can focus on your mission...saving lives.

Systems with Maintenance Service coverage are guaranteed annual maintenance upgrades. Your systems are continuously monitored by our team of experts who are trained to identify and respond to issues in order to maintain the integrity of the system. We provide annual software updates to meet the ever-changing requirements of the COSPAS-SARSAT organization. Maintenance Service also includes a 24-7-365 hotline number, annual on-site inspections, user group meetings, and technical support.
Maintenance Service Package

Included:

• Proactive system monitoring 24/7/365
• 24-hours critical issue resolution
• 24-hours emergency hotline
• Monthly conference calls
• Annual maintenance visits
• Annual software upgrades
• RMA support for essential HW failures
• Access to TSi online ticketing system

Options:

• Customized, on-site training programs
• Multiple software upgrades
• Additional site maintenance visit
• SARMAP EDS subscription
• Local technical support
• Monthly status report preparation service
• Commissioning testing & reporting
• Live Cospas-Sarsat meeting support
• Technical consultation service
• Extended warranty (HW specific)