

SERVICE

24 / 7 World Wide Service Network

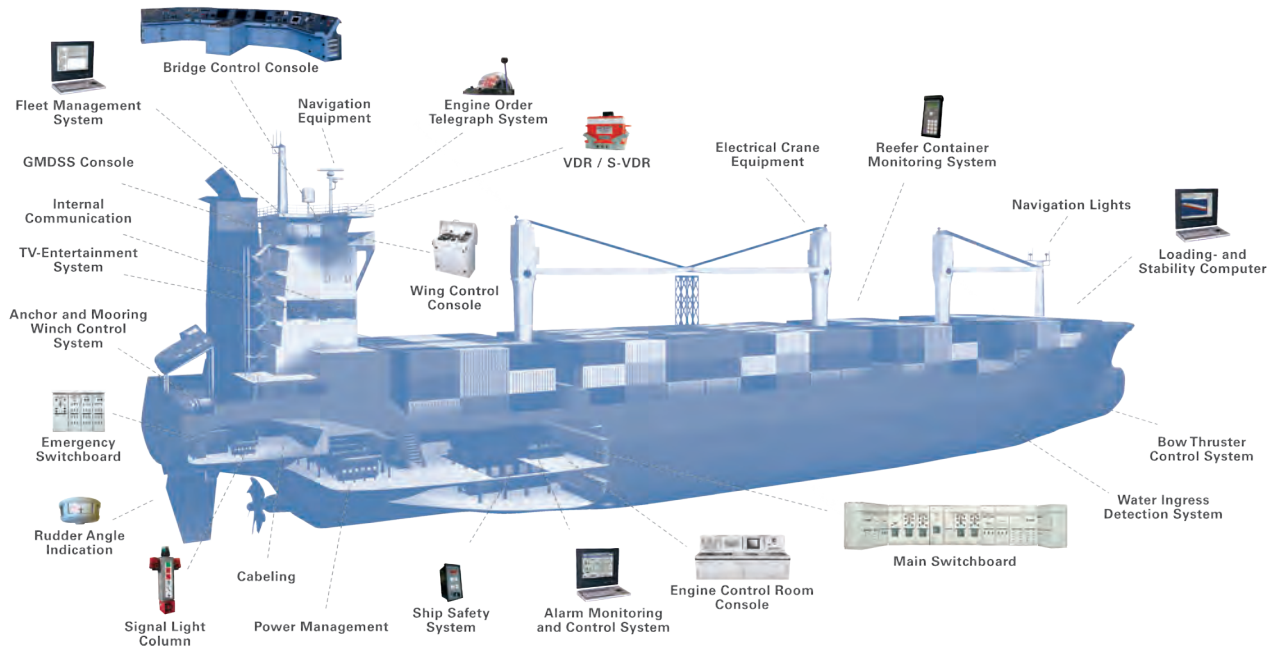


***"There is no finish line
in our race to service excellence!"***

Service offered by INTERSCHALT

Vessel owner know how difficult it can be to get quality shipboard repair and maintenance service for electronic equipment when and where they need it. Our service network provides the solution.

Maintenance and Repair



NavCom • Steeringsystem • (NFU, FU and Autopilot) • Gyro • Radar • Speed Log • ECDIS • VHF • MF/HF • Sat C • V-Sat • F77 • FBB • LRIT • GPS • Voyage Data Recorder • **Automation** • Alarm and Monitoring (Camos, Vista) • Reefer Monitoring (Vista) • Engine Order Telegraph • Rudder Angle Indicator • Watch Alarm Bridge • Watch Alarm Engine • Hospital Call • Traffic Light • Signal Light • Cold Store Lock in • **Switch Board** • Crane Steering • Bow and Stern Thruster Steering • Alarmsystem • Compressor Control • Fan Control • Main Switch Board • Emergency Switch Board • Pump Control • Navigation Light • PMM (Power Management) • Internal Communication • Light Distribution

Advantages of being serviced by INTERSCHALT

- High quality
- Continuous training of engineers
- 24/7 customer and technical support hotline
- Blueinfo data base (remote access on FAQ Data Base)
- World wide service network
- Manufacturer independent service
- Fixed hourly rate for INTERSCHALT engineers
- IS Service kits available at the major hubs

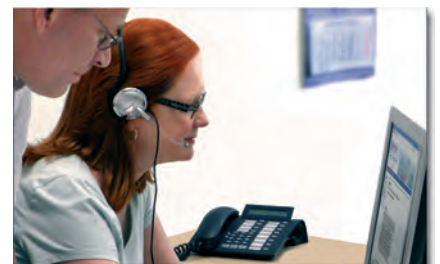
24 / 7

Our service coordinators are available 24 hours, 7 days a week. They dispatch our own engineers to your ship at every port or arrange reputable service with one of our 30 approved worldwide partners with over 300 service engineers.

Service phone

+49 (0)40 83033 - 316 during business hours

+49 (0)172 3058877 outside business hours



Three time zones availability

With our service stations we are able to offer a follow-the-sun service.

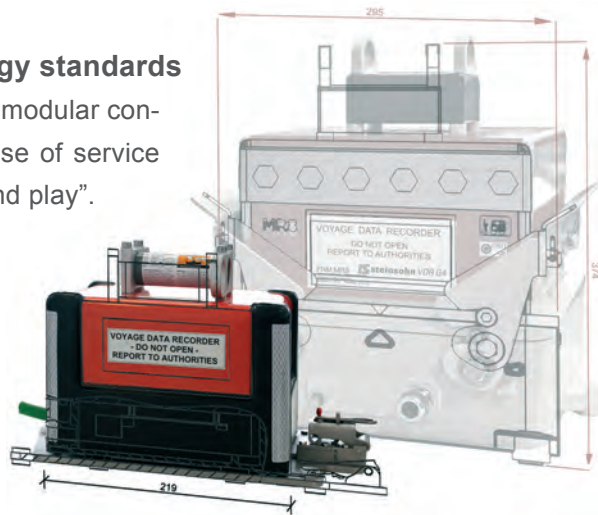


Houston, Texas - USA
Hamburg, Germany /
Rotterdam, Netherlands - EMEA
(Europe, Middle East, Africa)
Shanghai, China - APAC (Asia Pacific)

Retrofit - the way to meet new technology standards

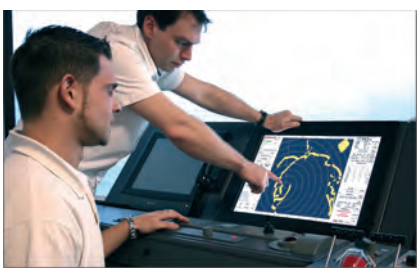
The new VDR G4 for example is a VDR with a modular concept flexible for technical variations and in case of service the system is very easy to maintain by “plug and play”.

There is no need of regular exchange of parts because no wear and tear parts are integrated. The components are developed and produced by INTERSCHALT, so that a long-term supply with spare parts is guaranteed. We also retrofit all NavCom, automation and switchboard parts.



Best service - efficient and competitive

Blueinfo, our new database information system tracks the progress of service interventions and provides quick online and offline service solutions for VDR to all connected service engineers. It offers search functionality and contains already frequently asked questions. In the future it will be extended to all products of the INTERSCHALT portfolio.



Our engineers regularly attend manufacturers’ training sessions and engineers of our service partners are regularly trained on our VDR to guarantee high service quality. All trained engineers can be identified by an IS identification card, valid for two years.

World Wide Service Network



● IS Service Stations

INTERSCHALT Hamburg, Germany • INTERSCHALT Rotterdam, Netherlands • INTERSCHALT Houston, USA • INTERSCHALT Ft. Lauderdale, USA • INTERSCHALT Shanghai, China • INTERSCHALT Wuhan, China

● IS Service Partner

Aage Hempel, Spain • Angelo Podesta S.r.l., Italy • AWA Marine, Australia • Baltic Marine Contractors, Estonia • Baltic Marine Contractors, Netherlands • Brilliant Performance Co. Ltd., Thailand • Elcome Marine Services Pvt Ltd., India • Elekon Company, China • ERNC Ltd., Russia • Fabio Fiorucci, Italy • High Sea Support, Panama • KRASYO Ltd., Bulgaria • LINK Instrumentation & Control Services, UAE • MAAG Marine, Poland • MACKAY COMMUNICATIONS, Inc., USA • Marine Engineering ApS, Denmark • MARITECH Naval Inc, Canada • Maritimus Electronic, Croatia • Metalock Brasil Ltda, Brazil • Naval Radio Limited, Chile • Naval Radio Perú S.A.C., Peru • Navicom Electronics Co. Ltd., Korea • Navicom Electronics Ltd., Greece • Radio Holland Egypt S.A.E. • Radio Holland Netherlands, Netherlands • Radio Holland Trinidad, Trinidad & Tobago • Radio Holland, Hongkong • Radio Marine USA, USA • Raytheon Anschuetz Singapore Pte. Ltd., Singapore • Seven Seas Marine Service Co., Ltd., China • Seven Seas Marine Service Co., Ltd., Taiwan • SMD Telecommunications CC, South Africa • STT Deniz Ticaret ve Servis Ltd., Turkey • Techservice St. Petersburg, Russia



INTERSCHALT is the cooperation partner for

TELESPAZIO
A Finmeccanica / Thales Company

IS Maritime Services Corporation, Houston/ USA is the exclusive spare parts dealer and service provider of **Raytheon Anschütz** in the USA.

INTERSCHALT maritime systems AG

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