

RELIABLE SERVICE ANYWHERE



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WORLD LEADERS

Thrane & Thrane is the world's leading manufacturer of mobile satellite and maritime radio communication. We develop and market innovative and reliable communication equipment for use at sea, on land and in the air.

Innovation without limits

Our focus on new technology and constant innovation has assured us a position as preferred development partner for Inmarsat, the leading satellite service provider. We have developed the ground infrastructure for Inmarsat's new powerful I4 satellite services, and have been fundamental in the development of the new BGAN high-speed mobile communication terminals. The same engineering passion and capability is exercised in developing all maritime communication equipment.

50 years of maritime tradition

In 2004 Thrane & Thrane acquired the SAILOR brand, adding more than 50 years of experience in maritime communication to our range. Thrane & Thrane now offers a complete selection of reliable, innovative and user-friendly maritime solutions that improve safety and daily life at sea.

Our SAILOR products range from VHF and MF/HF to complete GMDSS solutions over Inmarsat-C, mini-C, mini-M, Fleet, Iridium and SSAS solutions.

World class service worldwide

When buying Thrane & Thrane you buy not only state-of-the-art technology but peace of mind. We are renowned for our World Class Service program. Distributors and service centres in harbours all over the world are supported by Thrane & Thrane so they in turn are able to support you in accordance with our World Class Standards.

On Board Service Centers – certified by Thrane & Thrane

A network of On Board Service Centers – supplementary to the distributor and dealer networks – offer on board service and repair. Every measure is taken to provide efficient first-time-fix support. All On Board Service Centers have a close relationship with Thrane & Thrane. Original spare parts are kept in stock and service engineers receive intensive factory training. Heartening to know, when both business and life depend on communication.



THE IMPORTANCE OF FAST, PROFESSIONAL SERVICE WORLDWIDE

“Unnecessary delays”. What that means, we all know: You lose money. Every hour, every minute reduces the margin and damages your reputation. That is why we have built up a worldwide network of authorized service centres. To make sure your ships are never grounded because of problems with your communication equipment and that you are always able to get the full benefits of your vital communication equipment. We know how important communication is at sea. For safety, for efficient work, for staying in touch.

The Thrane & Thrane certified On Board Service Center network means:

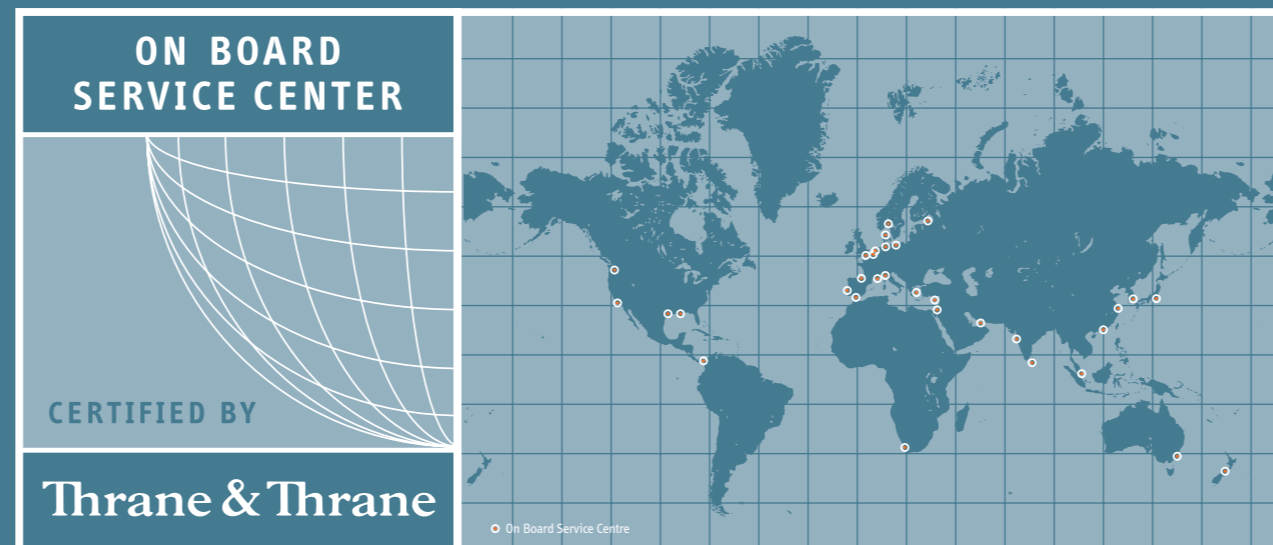
Fast service. Most service tasks can be accomplished with 24 hours notice.

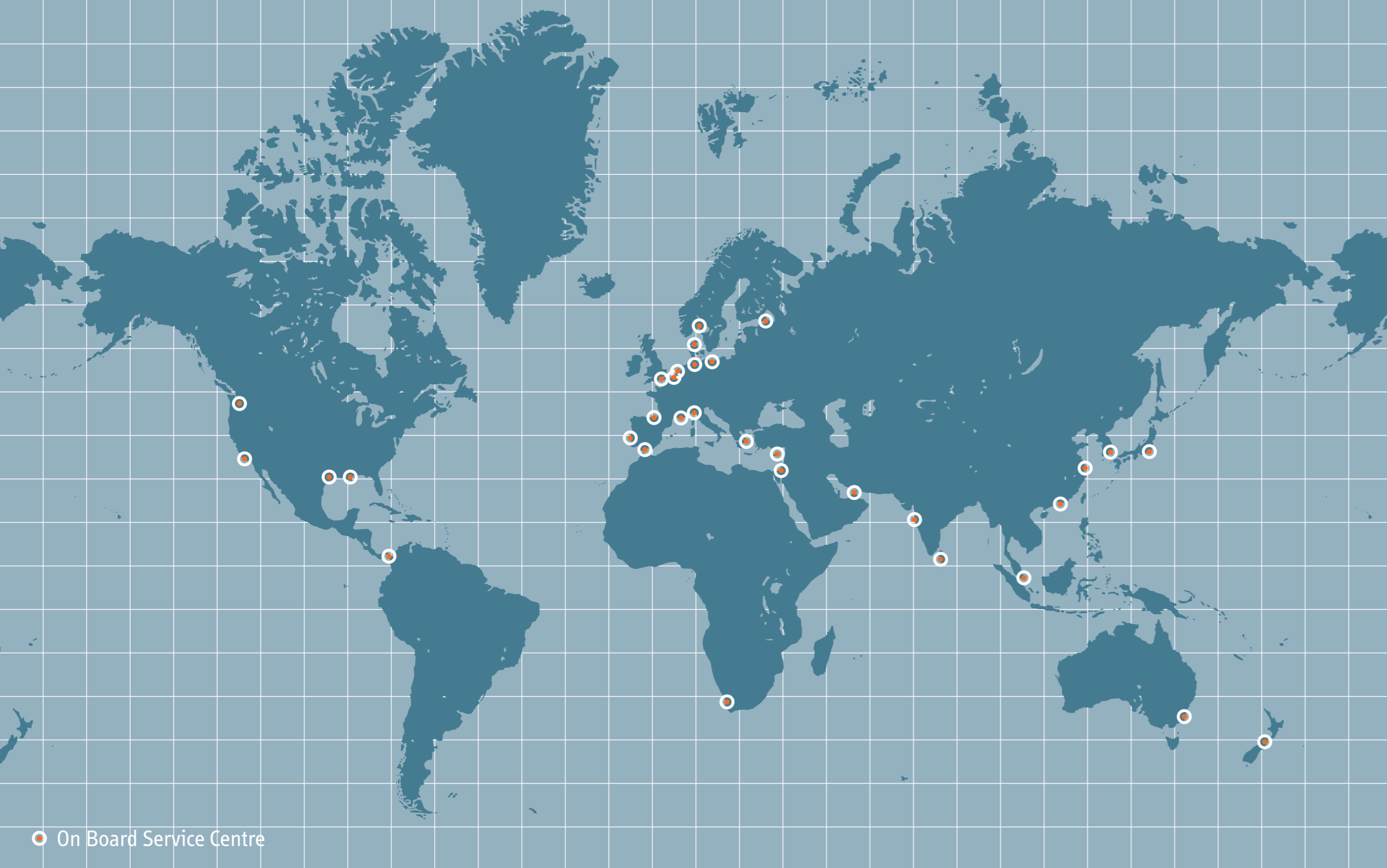
Global coverage, local presence. Thrane & Thrane sets the standard; the local centre delivers the service, all over the world.

On board, first-time-fix servicing. The repair service is of course performed on board the vessel (in harbour or at sea).

Established quality standards. The Thrane & Thrane certification process means that all service centres deliver a uniformly high standard of service.

Transparent pricing. At a certified On Board Service Center you always know that you'll get a fair and reasonable price.





Reliability and service is part of the product

When you buy a Thrane & Thrane product, you buy more than just a set of boxes. You know that it has been constructed to last, but you are also confident that if anything happens, you get fast and reliable service all over the world.

Reliable servicing anywhere in the world

From Seattle to Sydney – there is a Thrane & Thrane On Board Service Center in every major port in the world. And they are all capable of solving almost any problems at first attempt. As you can see on the map, there is always an On Board Service Center within comfortable reach. If you need assistance, the service centre can assist wherever you want, on board the ship in the harbour of your choice. Apart from that, we are constantly expanding the network, and new certifications will successively be rolled out to ensure that Thrane & Thrane service is available exactly where our customers need it.

True Thrane & Thrane quality all the way through

All On Board Service Centers operate according to service levels that are strictly defined by Thrane & Thrane. You can always expect the highest standards of service with 24 hours notice. The service centres are also committed to assist the Thrane & Thrane distributors in securing world class service and fulfilling warranty obligations.

Uniformly high standards

There are five pillars of the Thrane & Thrane On Board Service Center network:

- 1) Manufacturer defined standards of service. By being certified by Thrane & Thrane a service centre commits itself to a set of service standards defined by Thrane & Thrane. That means that you can expect the same high service levels wherever the route may take your ship.
- 2) A comprehensive spare parts inventory. All On Board Service Centers are required to carry an extensive stock of selected spare parts from Thrane & Thrane. That is crucial in securing fast service. Furthermore, each centre has a direct line to the central Thrane & Thrane parts warehouse, where a complete selection of parts is kept in stock.
- 3) Constant training and information. Service engineers at the On Board Service Centers are carefully educated in the Thrane & Thrane product line. Thrane & Thrane constantly seeks to keep this training up-to-date and ensures that all service centres have the newest information.
- 4) Transparent terms and prices. The terms of the service you receive at the On Board Service Centers are the same all over the world. Warranty repairs, e.g. are handled in close cooperation with our distributors. And everywhere you go you will know exactly what you are paying for when you settle directly with service centres.
- 5) Constant control and backup from Thrane & Thrane. Thrane & Thrane has defined control and backup procedures to make sure that all conditions are met by all On Board Service Centers. We routinely inspect the centres. Our ISO 9001 certified Quality Management system ensures that the strict terms of the certification are always maintained.

Service for all Thrane & Thrane products

The On Board Service Center network offers maritime service for all Thrane & Thrane, SAILOR and SKANTI products. No matter where or how you bought the equipment, you're entitled to immediate service all over the world. The centres are able to service all maritime equipment that has been manufactured by Thrane & Thrane, SAILOR or SKANTI, regardless of actual label.

If you have any questions about the service on your products, or need help in coordinating a service effort, please contact your regular distributor.



Get more information

You can always find the updated list of all On Board Service Centers and find more information about the setup at: www.thrane.com

THE PLACE TO GO FOR HIGH QUALITY MARITIME SERVICE

In 2004 Thrane & Thrane took over the highly regarded maritime communications brands, SAILOR and SKANTI. On that occasion the service network of all three brands were combined into one. The result is the world's strongest maritime service offering ship owners all over the world an incomparable service advantage.



The tough requirements

For 50 years Thrane & Thrane and SAILOR have understood the need for service in the maritime industries. Today we have the world's strictest and most comprehensive certification requirements.

- Uniform service standards globally.
- Fair and transparent spare part prices.
- Comprehensive selection of spare parts in local stock.
- Service to all Thrane & Thrane, SAILOR and SKANTI maritime products.
- Constant training.
- Compliance with the Thrane & Thrane ISO 9001 certified Quality Management system.

ON BOARD
SERVICE CENTER



CERTIFIED BY

Thrane & Thrane