

K-Sync

Kongsberg K-Sync News Bulletin

K-Sync Version1 ENTERS MAINTENANCE PERIOD

Kongsberg Discovery aims to provide support to current and previous generations of products. However, the availability to key components is a limiting factor for support over time.

Consequently, Kongsberg Discovery will cease production of the K-Sync V1 in 2023. There will be no future development of the software for the system, but bug fixes will continue for the duration of the maintenance period.

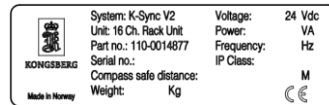
Customers with on-going Service Level Agreement will still be provided support for their systems. No new Service Level Agreement can be signed.

K-Sync V1 as a product is replaced by K-Sync V2

To identify your version, please read the unit label. It should be clearly marked with "K-Sync" or "K-Sync V2"



K-Sync V1 unit label



K-Sync V2 unit label

Support information

Should you need support for your K-Sync you must contact a Kongsberg Discovery office. A list of all our offices is provided on our website. You can also contact our main support office in Norway.

A 24-hour telephone support service may also be available depending on your Service Level Agreement.

- Company name: Kongsberg Discovery AS
- Address: Strandpromenaden 50, 3183 Horten, Norway
- Website: <https://www.kongsberg.com/discovery>
- E-mail address: km.hydrographic.support@km.kongsberg.com

K-Sync V1 support plan

Kongsberg Discovery will continue to provide spare parts for K-Sync V1 as long as they remain available and in stock

An upgrade path from K-Sync V1 to V2 is available.

The IO unit is common to both versions and will be still be fully supported.



Common IO module user on K-Sync V1 and V2.

Reservation: Due to possible obsolescence in materials and components, availability of parts and prices are subject to change.

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