

MAINTENANCE & SUPPORT



KONGSBERG

Kongsberg Defence & Aerospace offers a comprehensive Maintenance and Support program to ensure optimum performance for your MEOS™ Systems.

KONGSBERG Maintenance and Support program offers Operational Support, Hardware Maintenance, Software Maintenance and is available in two service levels based on the customer's requirements for response time.

KONGSBERG customers have reliable and up-to-date systems, performing according to your expectations. The Maintenance and Support program maintains high availability for your system.

	Standard Level	Professional Level
Software	<p>Receive Software patches and Service Releases. High severity problems corrected in patches, low and medium severity problems corrected in next Service Release.</p> <p><i>Response time: 10 working days</i></p>	<p>Access to Emergency patches and intermediate releases. All software anomalies corrected upon accepted Software Problem Report. Operating System updates as option. Firmware update as option.</p> <p><i>Response time: 1 working day</i></p>
Hardware Maintenance	<p>Hardware maintenance. Defect item returned to KDA Spacetec, repaired or replaced before returned to customer. Optional: HPE Local service provider.</p> <p><i>Replacement: Upon receipt of defect item + four weeks</i></p>	<p>Hardware maintenance. Spare parts available. Item shipped upon customer request. Defect item returned to KDA Spacetec. Optional: HPE Local service provider.</p> <p><i>Replacement: Agreed spareparts in stock, shipped at request</i></p>
Operational Support	<p>Support web for support. Help and advice on operational and technical issues. Web Access to contractor expertise.</p> <p><i>Response time: 5 working days</i></p>	<p>Phone/web/email support. Direct expert access in critical cases Help and advice on operational and technical issues.</p> <p><i>Response time: 4 working hours</i></p>
On-site preventive Maintenance	<p>Annual on-site preventive maintenance and engineering services.</p> <p><i>Start-up: As per Customer agreement</i></p>	<p>Customer requested On-Site preventive maintenance and engineering services.</p> <p><i>Start-up: No later than Customer request + one week</i></p>

*Response time: Time-frame between receipt of customer request and the start of follow-up activity by KONGSBERG personnel.
Services: SW Maintenance mandatory. Additional services sold separately.*

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