EM 302 enters product maintenance period

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

Consequently, Kongsberg Maritime ceased production of the EM 302 in 2018. 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 an on-going Service Level Agreement will still be provided support for their systems. Maintenance contracts may be prolonged until 1 January 2021. Additional one year extensions on maintenance contracts may be agreed upon on a case by case basis.

EM 302 as a product has been replaced by EM 304.

EM® is a registered trademark of Kongsberg Maritime AS in Norway and other countries.

Support information

Should you need technical support for your EM 302 you must contact a Kongsberg Maritime 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 Maritime AS
- **Address:** Strandpromenaden 50, 3183 Horten, Norway
- **Website:** Kongsberg Maritime ([https://www.kongsberg.com/maritime/](https://www.kongsberg.com/maritime/))
- **E-mail address:** km.hydrographic.support@kongsberg.com

EM 302 support plan

Transducer modules can be replaced for the entirety of the product’s life expectancy as these are still being produced.

Transceiver Units can be repaired at factory until 1 January 2028.

Spare parts are available until 1 January 2028.

Reservation: Due to possible obsolescence in materials and components, performance and prices may be subject to change.