INTERSCHALT
maritime systems

SERVICE

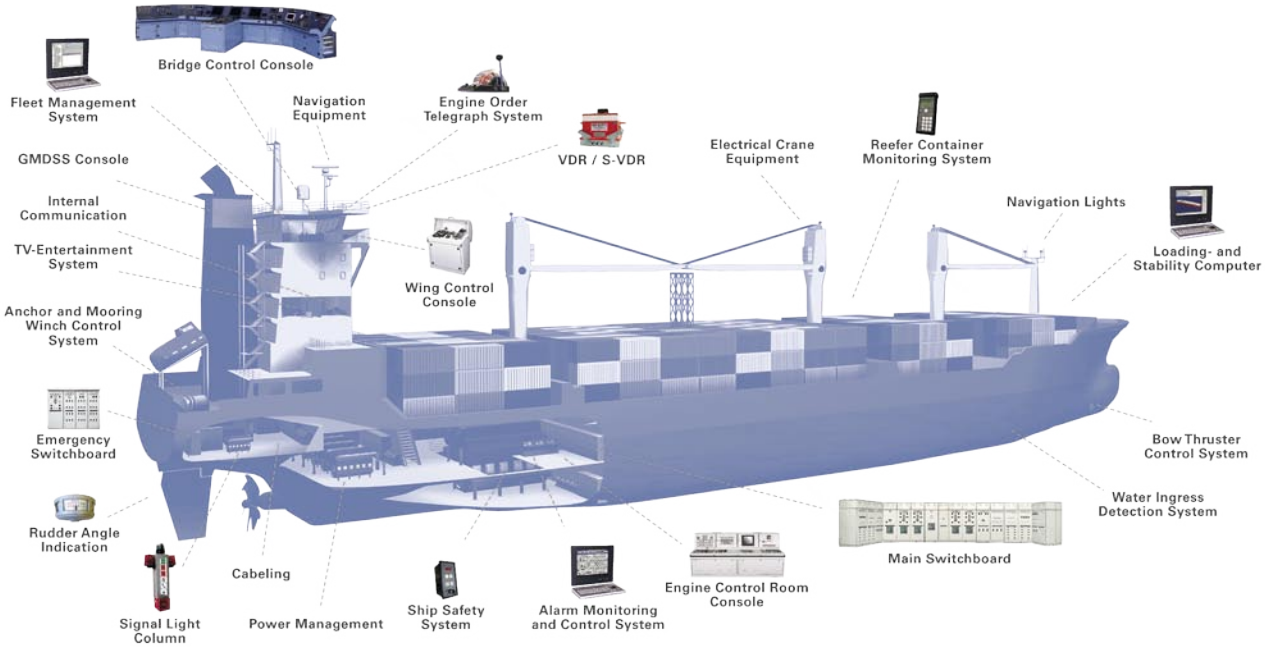
24 / 7 World Wide Service Network

Innovation for shipping

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 Container Monitoring (Vista) • Engine Order Telegraph • Rudder Angle Indicator • Birdge Watch Alarm • Engine Watch Alarm • Hospital Call • Traffic Light • Signal Light • Cold Store Lock in • **Switchboard** • Crane Steering • Bow and Stern Thruster Steering • Alarm system • Compressor Control • Fan Control • Main Switchboard • Emergency Switchboard • 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.

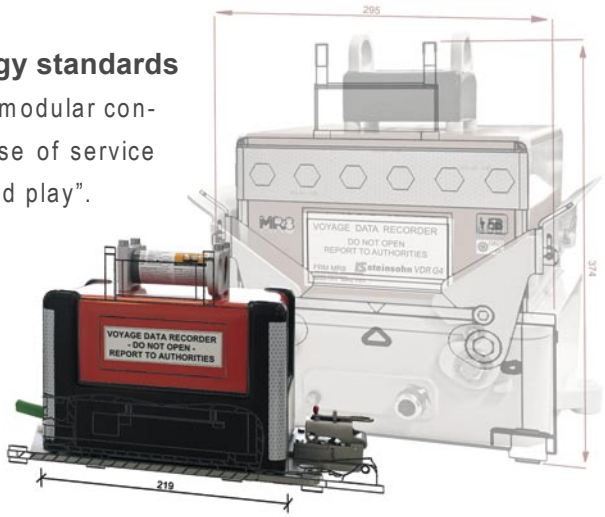
Three time zones availability

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, Afrika)
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 IS 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 Shanghai, China • INTERSCHALT Wuhan, China

IS Service Partner

Aage Hempel, Spain • Angelo Podesta S.r.l., Italy • Anschuetz Japan Co., Ltd., Japan • AWA Marine, Australia • Baltic Marine Contractors, Estonia • Baltic Marine Contractors, Netherlands • Brillant Performance Co. Ltd., Thailand • Elcome Marine Services Pvt Ltd., India • Elekon Company, China • Enamor Ltd., Poland • ERNC ltd., Russia • High Sea Support, Panama • KRASYO Ltd., Bulgaria • LINK Instrumentation & Control Services, UAE • MACKAY COMMUNICATIONS, Inc., USA • Marine Engineering ApS, Denmark • 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 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 • Syberg AS, Norway • Techservice St. Petersburg, Russia

INTERSCHALT is the cooperation partner for TELESPAZIO A Finmeccanica / Thales Company

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

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