



# Service from SAM Electronics

Anytime and Anywhere



**Retrofit and Renewal**



**Worldwide Service**

**Systems Checks**



**Spare Parts**

**Service Training**



**Operator Training**

**Customer Support Center**



**Maintenance Contracts**



**SAM  
Electronics**

an  communications company

# Service from SAM Electronics

## General

### Mission Statement

We are one of the world's leading manufacturers and suppliers of maritime electrical and electronic systems. Our prime customers are the international shipping and shipbuilding industries. As one of the very few companies in the world we are capable of supplying the following from a single in-house source:

- Electrical power packages
- Electrical drive systems
- Automation systems
- Navigation and communication equipment
- Maritime services

Products are available in either stand-alone mode or as part of functionally integrated systems and are designed for operation aboard commercial and naval vessels of all types and sizes.

### Service Activities

Shipping runs 24 hours a day, 365 days a year, the challenge for our service organization to service the wide range of our products and systems. Round-the clock attendance and service worldwide is demanded by you, is provided by us and is organized through our service pool in Hamburg, Germany.

Local and international service networks allow short notice assignments of technicians. A trained network of subsidiaries, representations and service stations warrants the serviceability of our systems worldwide.

Intelligent logistic systems ensure required spare parts, even for older systems and equipment, to be in stock. Short lead times are assured by spare part depots at strategic locations along the major trade routes of international shipping.

Besides maintenance and repair on customer's demand, we also specialize in retrofit and conversion works on stand alone systems, integrated systems and in connection with complete ship extensions and modernizations.

Our product SAM MAINCARE provides full maintenance for the bridge navigation and communication systems of any maker for your complete fleet giving fixed annual operating costs and less need of your manpower for service organizing.

Our product SAM BASECARE provides shore based maintenance and repair contracts for any GMDSS equipment.

Additionally we are certified surveyors for communication and navigation installations on behalf of the major classification societies ABS, BV, DNV, GL, LR, NK, etc.

**Customer Support Center**

**24 h - Phone Hotline**

**+49 180 300 85 53**

**shipservice@sam-electronics.de**

**Fax: +49 180 300 85 54**

# Our Customer Support Center

## Our Call Center

Service for our customers, around-the-clock and worldwide is our objective. Our goal is to provide whatever support and information our customers may need in a quick and efficient manner. Therefore, as your entrance to our worldwide service, we operate a „state-of-the-art“ Call Center at our head office in Hamburg, Germany with functions and aids such as:

- 24 hour hotline
- Worldwide 24/7 service
- Remote diagnostics
- Ship data base
- Computerized customer support
- AIS live

Service worldwide is planned and organized by our head office call center and service coordination pool in Hamburg, Germany.

As well as in Hamburg, our subsidiaries maintain service centers in Europe located in the UK, Peterhead, in Denmark, Hørsholm, in Norway, Bergen, in The Netherlands, Rotterdam, in Italy, Diano d'Alba and in the Far East in China, Shanghai, in Korea, Pusan and Singapore.

Along with these own service centers another 110 services offices around the world can be added, run by our agents and manned by engineers trained by us.

## Our Help Desk

In case of need, our specialists assist with remote diagnostics and advice and targeted organizing of service assignments. We offer enhanced support for all our product range with parts and service across the world.

Our specialists are trained to:

- Provide technical assistance
- Consult in troubleshooting situations
- Answer questions on the principles of equipment operation and maintenance



Headquarters Hamburg



Customer Support Center

# Service from SAM Electronics

## The Service Network

### Our Worldwide Service Network

For the products and systems that we supply to the merchant vessel fleet we support our customers with quick and high quality service at the world's major ports and along the major shipping lines. Besides this, our technicians are prepared to travel to any other port for your assistance.

Under the scope of quality assurance we are persistently monitoring the existing market and service activities to substantial changes to enable

an immediate reaction and, if necessary, to adjust and adapt existing procedures.

To enable us to continuously maintain the existing position in the market, service in different regions of this world can only be assured with perfectly established service partners and service organizations and their prospective contribution to our global network.

We have set up and do maintain a network of subsidiaries and contracted service partners capable of handling the demanded services.

Additionally we work in close cooperation with those companies specialized on the OEM products integrated in our systems, forming part of the original manufacturers' service network.

To ensure a high level of service quality, constant training in our training facilities in Hamburg, Germany, is provided to contracted service partners thereafter certified and authorized to provide services in our name, based on regulations and rules governed by mutually agreed contractual conditions.



*Wherever you are: We operate internationally and offer our services worldwide.*

# Maintenance

## SAM MAINCARE

### Full Maintenance Contracts for Navigation and Communication Bridge Equipment

We provide SAM MAINCARE for single vessels or total company fleets, for equipment of own production and sales or other manufacturers' equipment.

You give us the list of installed equipment and the date(s) of installation. Based on this we offer a contract including all, or customized service expenses, for own, OEM or 3rd party products.

### Your Benefits

- Clear annual operating costs
- SAM and 3rd party equipment – new or old – covered
- Manpower and spare parts for repair covered
- Travel costs for main ports of international shipping covered
- Normal wear and tear damage covered
- Periodical checks included
- Wearing parts may be included
- Only one point of contact
- We know the international service networks

This fixed budget clears your operating costs, you outsource tasks and activities of your own personnel to us even with a growing fleet. Fleet handling will become easier.

## SAM BASECARE

### Shore Based Maintenance Contracts for GMDSS Equipment

The GMDSS communication equipment of your vessels is covered by SAM BASECARE to provide its availability as per regulation IV/15 of the 1988 GMDSS amendments to the 1974 SOLAS.

Mandatory is that authorized and technically capable companies shall take care of your GMDSS systems. Flag states demand that companies offering shore based maintenance can also provide the international services they advertise and contract.

Included is the need for the service provider to have a recognized Quality Assurance registration, provide own 24-hour every day support, have access to OEM for support and spares, etc. We meet, fulfil and surpass these requirements.

SAM BASECARE covers provision of manpower to organize and direct your service requests, hold available exchange units of own or OEM production, handle all communication and last but not least supplies the certificate „Declaration of Shore Based Maintenance“ needed on board.



*Survey of GMDSS radio console*



*Maintenance of bridge system*

# Service from SAM Electronics

## Spares and Retrofit

### When You Need Spare Parts

Our spare parts and upgrade kits maximize the performance of your ship's throughout the product life-time. The range of needed parts for our products is listed in the system's technical documentation.



*Service case for operation on board*

We make every effort to ensure that spare parts and wear & tear parts are available and dispatched to you promptly. Spare parts enquiries and orders are processed within 24 hours and no later than two working days after receipt.

We truly offer competitive rates for transportation to your named destination as we have special agreements with a number of global couriers and forwarders who can handle all dimensions and types of consignments. We provide track-and-trace information for shipments. If you prefer to take advantage of your forwarders we will make all arrangements directly with them.

Our inventory management system includes a central warehouse in Hamburg, Germany as well as a number of strategically placed stock locations in a number of worldwide regions.

For your flexibility we name parts you should keep on the ships or which parts are better stored in our warehouses and delivered on demand. We have special parts packages under consideration of demand frequency and reordering lead times.

### When You Need To Modernize

Equipment and systems retrofits and complete vessel conversions are common practice in the shipping industry.

You are confronted with challenges for longer life spans of ships, increasingly higher standards prescribed by the authorities, and a rapid expansion of globalization. This makes the importance of operational reliability and the economical efficiency of merchant ships more crucial than ever before.

We offer customized solutions for vessel updating to the most advanced technological levels. Using our worldwide service network we make sure that your systems are renewed or modernized minimizing disturbances to ship operation.

The advantages are obvious. Your decision for a retrofit increases the operational reliability of your ships while at the same time lowering your running expenses. Within a short period of time your investment will be paid off.

And you receive equipment of the latest state-of-the-art resulting in a general upgrading of your ships.

We are your partner for: „More operational reliability at lower costs“



*Installation of an engine control room*

# SAM Training Center

Navigational safety and security is achieved using the best hardware components in conjunction with well trained users and a professional service network. Our answer for this challenge is our SAM Training Center in Hamburg, Germany. Training is according to the principles of IMO model-courses and rules and regulations of STCW95 and IMO (Z17).

## Infrastructure

A modern and up to date education environment allows us to supply high quality and in fact realistic training.

The SAM Training Center consists of

- Full navigation and command system (NACOS) bridge with simulator for radar in order to simulate complex training scenarios
- Two training setups for main engine remote control and automation with simulation environment
- Training facilities for service engineers with two NACOS bridges of different generations, and an up to date selection of navigational sensors like GPS, AIS, VDRs, Logs, etc.
- Three debriefing rooms, with beamers, flipcharts, whiteboards and personal computers
- All trainees have free phone, fax and WEB access

## Course programs

We give lessons for operators and service engineers of our actual navigation and automation equipment. Courses are provided on a fixed annual schedule or on customer's requests.

## Course Contents

- Operator courses for our integrated bridge systems in the levels basic, advanced and maintenance
- Operator courses for our engine control and automation systems
- Service engineer courses for all NACOS components and other components like VDR, AIS etc.

For each trainee we issue the corresponding certificate for the training received.

SAM Training Center is undergoing a constant process for adaptation of the training program according to changes in hardware, software, rules and regulations.

One outlook is the integrated training solution combining several training methods:

- Training in our SAM Training Center
- Training on site at your facilities
- Self training with a computer based training solution



*Training cabinet for main engine control*



*Simulator for NACOS user training*

# Service from SAM Electronics

## Our Points of Contact

### Our Tasks / Operating 24/7

Service for our customers, around-the-clock and worldwide is our objective. In case of need, our specialists can assist with remote diagnostics and advice and organizing of service assignments. With the international network of service partners we assure quick reaction times around the world.

### Input for Service Requests

#### Customer Support Center

Phone: +49 180 300 85 53  
Fax: +49 180 300 85 54  
Shipservice@sam-electronics.de

### Requests for Spares

#### The Spare Parts Team

Phone: +49 40 88 25 21 92  
Fax: +49 40 88 25 41 98  
Shipsparses@sam-electronics.de

### Service Contracts

#### The Contract Team

Phone: +49 40 88 25 25 13  
Fax: +49 40 88 25 41 98  
Servicecontracts@sam-electronics.de

### Subsidiaries and Participations

#### Germany:

**STN Schiffselektrik GmbH & Co. KG**,  
Rostock/Elmenhorst  
**FUNA International GmbH**,  
Emden

#### Europe:

**SAM Electronics Nederland BV**,  
Rotterdam, The Netherlands  
**Lyngsø Marine A/S**,  
Hørsholm, Denmark  
**APSS srl**,  
Diano d'Alba, Italy  
**L-3 Communications Valmarine AS**,  
Drammen, Norway

#### Asia:

**SAM Taihang Electronics Co., Ltd.**,  
Branch Office China, Shanghai /PR China  
**L-3 Marine Systems Korea Co. Ltd.**,  
Pusan, Korea  
**L-3 Communications Singapore Pte Ltd.**,  
Singapore

**For more details of our organisation and our subsidiaries  
see our website [www.sam-electronics.de](http://www.sam-electronics.de).**