

Teledyne RESON Service Level Agreements (SLA)

Product Description

Introduction

With a Service Level Agreement you tap directly into Teledyne RESON's 40 man strong global Field and Service engineer staff – all dedicated sonar experts.

With a SLA from Teledyne RESON you are guaranteed priority access to our support staff; expedited repairs; availability of software and firmware updates and preventive maintenance of your system.

You can also sign up for a warranty extension program and an equipment backup program.

The Service Level Agreements are aimed at any Seabat owner looking to extend the lifetime of his investment and reduce both planned and accidental down time.

Preventive maintenance assures you that your sonar has been checked by an expert engineer and is running on updated software and firmware.

If you need support, repair or upgrades before, during or after a survey, you have priority access to Teledyne RESON's 24/7/365 support engineers and service centers – and when your equipment goes in for repair, upgrade or replacement, the backup supplement will ensure that we can ship you a stand-in.

Support Level Agreement

Software and firmware maintenance releases	Availability the latest maintenance releases of your sonar's licensed software and firmware. May be installed during preventive maintenance, repair or provided electronically.
24/7/365 Hotline and Helpdesk	Access to service engineers, field engineers and hydrographic surveyors for support or incident handling within guaranteed response time.
On-site field support	Access to on-site incident support with a guaranteed maximum response time. Delivered by our service engineers, field engineers and hydrographic surveyors.
Priority repair handling	Fast track handling of repairs, upgrades, preventive maintenance in our service centres.
Preventive maintenance	Lifetime services consisting of on-site integrated health checks, service centre health checks and system refurbishment.
Warranty period extension	Extension in time of standard factory warranty.
Backup components	Guaranteed availability of backup components to replace own equipment in case of planned or unplanned downtime.