

Fleet Care

Get peace of mind with Inmarsat's Fleet Care, offering round-the-clock maintenance, repair and support 24 x 7 x 365.

Fleet Care is a fully managed repair, maintenance and support programme designed for all Fleet Xpress customers with equipment purchased or rented from Inmarsat. Maintenance and repairs are provided quickly and efficiently, so vessels are never left without connectivity.

Fleet Care

Peace of mind

With Fleet Care, customers benefit from a fully managed maintenance programme with extensive coverage and a global service network, guaranteeing seamless repair, maintenance and support through a single point of contact, wherever you sail.

Optimise system performance

Fleet Care provides high-quality service to guarantee optimised system performance. With Fleet Care you will have the most optimal performance of your on-board communications equipment, enabling the highest levels of operational efficiency.

Save costs and avoid unexpected repair charges

Maintenance and repair services are included in a monthly flat fee allowing you to plan your budget in advance and avoid unexpected repair costs.

Fleet Care is available through a selection of subscription plans, providing extensive coverage, including warranty on equipment and parts, free labour for on-board repairs and maintenance, and free travel costs in up to 80 ports worldwide.

Set sail for savings with a lifetime equipment warranty on purchased equipment and coverage for any hardware related value-added services, including labour costs for Fleet Edge migration or replacement.*

*Premium plan only

Global service network

With more than 185 listed ports and managed warehouses in key locations, Rotterdam, Singapore and Houston, Inmarsat’s global reach means you’re supported wherever you sail.

Certified engineers

Inmarsat offers Fleet Care service through its network of over 250 service engineers and fully certified and trained service partners.

Single point of contact

Fleet Care is fully managed end-to-end by Inmarsat, which guarantees you seamless maintenance, repair and support, with a single point of contact.

Full coverage under a managed service

With a service level agreement in place and a wealth of value-added benefits, including spare-part replacement, on-board fault finding and no extra travel costs for up to 80 ports worldwide, you’ll have one less thing to worry about.

How to buy

Fleet Care is available to Fleet Xpress customers direct from Inmarsat.

Email us for more information

maritime@inmarsat.com

inmarsat.com/fleet-care

Fleet Care coverage	Basic 2024	Standard	Premium
Equipment warranty (from date of installation)			
Equipment and parts (purchased from Inmarsat)	12 months	36 months	Lifetime (throughout contractual term)
Equipment and parts (rented from Inmarsat)	12 months	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)
Labour (on board time for repairs)	12 months	Free (throughout contractual term)	Free (throughout contractual term)
Coverage for value added services	12 months	12 months	Lifetime (throughout contractual term)
Rental equipment damage and loss protection	✗	✓	✓
SLA			
Service credits on CIR availability	✓	✓	✓
Technical support			
7 x 24 x 365 support	✓	✓	✓
Software updates	Remote*	✓	✓
Maintenance interventions			
Remote health check	✗	✓	✓
Preventative maintenance	✗	✓	✓
Labour (on board time for repairs)	✗	✓	✓
Labour (Fleet Edge upgrades)	✗	✗	✓
Travel cost			
Number of ports with free travel costs	5 (free only)	15+	80+

N.B. Fleet Care Basic 2024 does not include remote health checks or preventative maintenance interventions.

*critical updates only

Inmarsat Service Locations

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