



FLEET CARE

ROUND THE CLOCK MAINTENANCE, REPAIR AND SUPPORT.





**GLOBAL SERVICE
NETWORK**



**PROFESSIONALLY
CERTIFIED ENGINEERS**



**SINGLE POINT
OF CONTACT**



**FULL COVERAGE UNDER
A MANAGED SERVICE**



FLEET CARE

GET PEACE OF MIND WITH INMARSAT'S FLEET CARE, OFFERING 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.

With constant exposure to harsh environmental conditions, onboard technology benefits greatly from regular maintenance. Your antenna and equipment is no different, and requires high quality servicing to ensure it continues to deliver the best system performance you can always rely on.

OPTIMISE SYSTEM PERFORMANCE

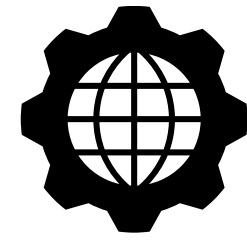
Fleet Care provides high quality servicing to guarantee optimised system performance. Our customers cannot afford to be out of connectivity, and with Fleet Care you will have the most optimal performance of your onboard communications equipment, enabling the highest levels of operational efficiency.

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 onboard repairs and maintenance, and free travel costs in up to 50 ports worldwide.

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.



GLOBAL SERVICE NETWORK

With more than 160 listed ports, and managed warehouses in key locations, Rotterdam, Singapore and Houston, Inmarsat's global reach means you're supported, wherever you sail



PROFESSIONALLY CERTIFIED ENGINEERS

Inmarsat provides service partners with certifications and training through their academy, which means in addition to Inmarsat's internally qualified service engineers, there are over 130 certified service partner engineers around the globe



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 50 ports worldwide, you'll have one less thing to worry about.



FLEET CARE PLANS

Fleet Care is available through two cost-effective plans designed to provide you with the right support and maintenance coverage required for your Fleet Xpress installation.

Fleet Care ensures your installation is well protected and maintained, allowing you to minimise operational support costs and to maximise system performance at all times.

The **Fleet Care Standard plan** is an entry level maintenance and support plan, and includes the following services:

- 24/7 global technical support for your Fleet Xpress installation
- Access to a global field services network in more than 160 listed ports
- Warranty on equipment and parts for 36 months on purchased hardware and a lifetime warranty for rented equipment.
- Free labour for onboard repairs for the entire Fleet Xpress contract duration
- Rental Equipment Damage and Loss Protection
- Preventive maintenance
- Remote health checks
- Remote software updates

- Free travel costs in over 10 select ports worldwide
- The Fleet Care Premium plan includes all benefits of the Fleet Care Standard plan, plus an additional 50+ ports inclusive of free travel costs.

REMOTE HEALTH CHECK

Our remote health check is a reliable and efficient way to maintain equipment. Smart algorithms, remote diagnostics and analytics are used to predict and anticipate any potential failure of equipment, before it happens. This process reduces costs and the time taken to fix issues, guaranteeing uptime and longer operational life of equipment.

Remote health checks are performed by Inmarsat for any Fleet Care subscriber. A detailed system report is provided to the customer to present key findings and advise any additional maintenance which can be scheduled with our Field Services team accordingly.

PREVENTIVE MAINTENANCE

The harsh environmental environments your antenna is exposed to at sea can be damaging. If required, onboard

preventive maintenance can be scheduled so that a certified engineer can verify equipment conditions, replace parts and upgrade software to ensure your Fleet Xpress system is operating at its optimal performance.

When preventive maintenance is performed, we will not charge for the onboard repair time, and all spare parts are guaranteed, and will be replaced at no extra cost, even after the manufacturer warranty has expired.

Preventive maintenance is not limited to checking the antenna. There are over 30 activities performed, including: antenna and rack inspection, system tests and calibration, hardware upgrades, software updates, repairs and, where required, any basic user training on our voice and data services.

Preventive maintenance is covered by the Fleet Care Standard and Premium plans, and is performed on the vessel at least once during an initial Fleet Xpress contract term of 36 months.

Preventive maintenance is a great way to reduce and predict your maintenance costs, whilst ensuring the best system performance you can rely on, wherever you sail.

FLEET CARE PLANS

COVERAGE	STANDARD	PREMIUM
1. Warranty		
Equipment and parts (purchased from Inmarsat)	36 months	36 months
Equipment and parts (rented from Inmarsat)	Lifetime (throughout contractual term)	Lifetime (throughout contractual term)
Labour (on board time for repairs)	Free (throughout contractual term)	Free (throughout contractual term)
2. Rental equipment damage and loss protection	✓	✓
3. SLA		
Service credits on CIR availability	✓	✓
4. Technical Support		
7x24x365 support	✓	✓
Software updates	✓	✓
5. Maintenance		
Remote health check	✓	✓
Preventive maintenance	✓	✓
Free labour (on board time for repairs)	✓	✓
6. Travel Cost		
Number of ports with free travel costs	10+	50+



SERVICE PORT LOCATIONS FOR FLEET CARE

<https://www.inmarsat.com/en/solutions-services/maritime/services/fleet-care/fleet-care-locations.html>

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](https://www.inmarsat.com/fleet-care)

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