

SERVICE AND SUPPORT

NORBIT Service and Support is constantly striving to improve our ability to service our customers taking into consideration their skill level, budget and location.

Our service offerings have been designed with these key elements in mind and our packages are designed to make the process of choosing the right service easy.

FACTORY SERVICE

RMA, Factory Calibration and Health Check

RMA/Repair

NORBIT's repair facility is fully equipped to handle all issues that may arise with your NORBIT kit. Our experienced team of technicians and engineers ensure quality and fast turn-around times using a wide range of qualified facilities and equipment.

- ✓ Full failure analysis and documentation of reported issues.
- ✓ General system health check included in most cases.
- ✓ Calibration and Factory Acceptance Testing on all units.
- ✓ 1 year warranty on repaired components.

Factory Health Check

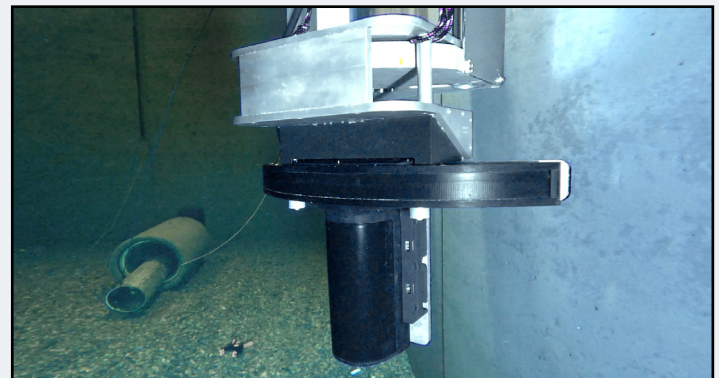
The factory health check at NORBIT is an ideal way to keep your kit in top working condition:

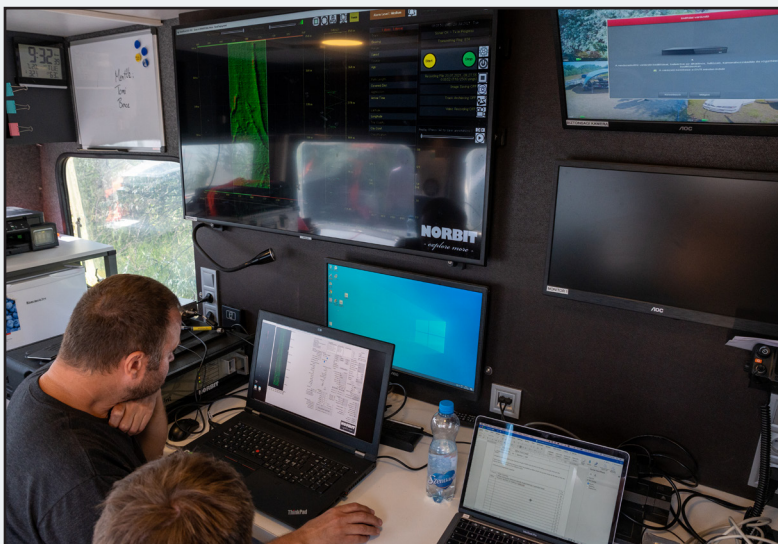
- ✓ Full kit inspection and functional testing of all parts.
- ✓ Documentation of any existing issues, or potential issues.
- ✓ Identification of available upgrades or updates.
- ✓ Calibration of all acoustic devices included.
- ✓ Functional test of integrated GNSS systems.
- ✓ Factory Acceptance Test and documentation.

Antifouling and Upgrades

NORBIT applies ClearCoat™ anti-fouling technology which provides a long-life solution that exceeds the lifespan of most other anti-fouling coatings. This is done at the certified NORBIT factory and provides:

- ✓ Extends the life of the sonar unit in warm water.
- ✓ Does not impact acoustic performance.
- ✓ Non-Toxic and environmentally friendly!
- ✓ Available in transparent or black colour.





FIELD SUPPORT

Installation, training, system checks, etc.

Installation On-Site:

NORBIT provides a team of hydrographic and sonar experts to address your needs in the field, when assistance is required.

- ✓ The right person for the task, arriving at your door.
- ✓ Professional attitude and open-minded analysis of your situation.
- ✓ Full documentation and recommendations for improvements to your setup.
- ✓ We deliver a working solution.

Training:

NORBIT offers on-site and remote training, covering hardware and software setup, sonar operation and theoretical principles.:

- ✓ NORBIT's multi-module training course provides hours of valuable info about how to support your solution.
- ✓ Training can be customized to meet your team's needs.
- ✓ Training documents are provided so clients can refresh their skills as needed.

On-Site Health Check:

An on-site health check is a good way to validate your system when it cannot be demobilized for a factory health check. On-site health checks typically include:

- ✓ On-site validation of all sensors and connections (bench or boat).
- ✓ Software and firmware upgrades.
- ✓ Assistance with field calibration of the solution (patch test / small survey).
- ✓ Identification of potential issues or improvements.

NORBIT Custom Solutions:

NORBIT's team of experts are capable of solving any problem on any platform anywhere in the world:

- ✓ All Hydrographic platforms supported by a team of experts.
- ✓ Custom cabling/connectors made to order from our factory.
- ✓ 3rd Party product integrations, software and hardware
- ✓ Professional project management and integration support.