

Your Partner in Service around the World

Raytheon Anschütz service network of 5 own stations, 20 large service depots and more than 200 service points provides world-wide coverage with spare parts and skilled technicians. We accompany you through the full life-cycle of vessel and equipment.



World-wide Service Network

Raytheon Anschütz GmbH, a subsidiary of the Raytheon Company, Waltham, MA, USA is a part of the division Integrated Defense System (IDS, Tewksbury) and world-wide a leading manufacturer of gyro compasses, autopilots and steering control systems, radar equipment, electronic sea charts (ECDIS) and Integrated Bridge Systems (IBS) for commercial and navy vessels. In addition, the product range includes also GPS-compasses, communication systems (GMDSS), ring-laser gyros and specific naval products e. g. submarine steering control, navigational data management control systems for integrated navigation and tactical data handling and display systems. Today more than 500 employees, together with over 200 sales- and service partner stations serve over 20,000 ships in the world-wide fleet, including more than 500 Integrated Bridge Systems.



COORDINATION AND SUPPORT

Through the know-how and experience of our highly skilled coordinators and supporters you get the maximum benefit. Raytheon Anschütz GmbH accompanies you through the full lifecycle of vessel and equipment. This allows a predictable and safe operation.

The competitive edge

- 24 / 7 / 365 availability
- No request without response
- Personal points of contact securing knowledge about your environment
- Data base covering systems installed and service history assuring precisely planned action
- Intensive communication provides up to date progress information
- High first time fix rate through highly specialized and experienced personnel support.
- Data base covering details about service technician skills ensuring right technician at the right place

Additional service options

- GMDSS shore-based maintenance agreements
- Service coordination agreements
- Invoice control and accounting
- Fixed price, full maintenance agreements from the manufacturer

Training

- Maintenance training
- Operator training on ships or in the factory
- Service technician and depot maintenance training



SPARE PARTS SALES

A highly developed computer based planning system combined with the experience of our specialists give you the security of maximum spare parts availability. Long time supply of spare parts when the equipment itself becomes obsolete lets you keep control over your budget. The service depots and stations are linked to our unique e-commerce solution for spare parts, reducing processing costs for all parties involved.

Field technicians

In addition to the technicians in the world-wide network, a group of Raytheon Anschuetz GmbH senior field service technicians and engineers are available for installation, commissioning, maintenance and repair works. This group operates in Germany, in Japan, and, on request, world-wide.

Special advantages

- Maximum efficiency for special projects and customized solutions
- Perfect know-how of obsolete equipment reduces the need of retrofitting for you
- Close relationship to QA and R&D allows immediate, perfect feedback in both directions
- On-board operator instruction eases familiarization with your equipment
- You get supplier know-how without filter

Service for naval systems

Through years of experience, specialized know-how for a perfect service on naval ships has been built-up.

From project management to lifecycle support we offer:

- Factory acceptance tests (FAT)
- Harbour acceptance tests (HAT)
- Sea acceptance tests (SAT)
- Operator training
- Depot maintainer training
- Integrated logistics support



Top results are secured by

- Regular service training courses in Kiel, Germany, Panama, Shanghai, and Salem, USA
- Continuous performance evaluation program for service stations offers a quality management in the field service
- Continuous inventory check-ups of spares depots provide maximum spare parts availability and avoid custom delays
- Partner page on Raytheon Anschutz GmbH website provides technical instructions, service software, documentations and much more valuable information for an up-to-date service intervention

Training Program

Keeping the knowledge about our products on a high level – this is the main focus of our technical training team. Highly skilled engineers with years of experience train our authorized service engineers. All over the world and routinely.

You want a special customer training? No problem. Call us and we will find a solution.

Well equipped and modern classrooms with real equipment and ships simulator in our training centers in Kiel, Germany, Panama, Shanghai and Salem, USA offer effective classes in productive atmosphere.

On request we also offer “live training” on-board of your vessels, wherever they are. Rely on us.



Service Address

Raytheon Anschutz GmbH
Post box 1166
24100 Kiel, Germany
Tel +49 (0) 431- 3019-0
24h mobil +49 (0) 171-6510708
Fax +49 (0) 431- 3019-501
Email service@raykiel.com



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Raytheon Anschutz Singapore Pte. Ltd.

Marine Navigation and Radio Communication
Systems & Services
51 Bukit Batok Crescent
#07-08, Unity Centre
Singapore 658077

Raytheon Anschutz GmbH

D-24100 Kiel, Germany
Tel +49(0)431-30 19-0
Fax +49(0)4 31-30 19-291
Email sales@raykiel.com
www.raytheon-anschutz.com