

Spirent Support Service



Maximise the value of your investment with one comprehensive agreement

Make sure you maximise the value of your investment

At Spirent we are focused on offering the best GNSS test systems to our customers. We are serious about GNSS testing, it's been our speciality for nearly 25 years, and our priority is to ensure you get the best out of your system.

Your organisation has made a major investment in a Spirent simulation system. It is important to keep your system up to date and performing optimally. That's why we recommend that all of our customers protect that investment by signing up to all of the benefits that the Spirent Support Service offers.

Would you like access to ...



Dedicated support engineers?

Latest software releases with new features?

Priority repair service to minimise downtime?

On-line access to knowledge base, FAQ and self-help?

Loan unit in event of repair?*

Web-based scenario generation?***

'Get you started' scenarios, shipped with new software/feature updates?

System calibrated annually to Spirent's calibration standard?

... then you need our support services

* Applies to: GSS4100 GSS6100 GSS4200 STR4500

** Applies to: STR4500 GSS4200

■ Many of these benefits are available as part of our warranty

“Reduce your risks and gain access to the expertise that the Spirent Support Service Services offer.

We have a number of different offerings available to meet your system and your needs”





Get immediate access to:



TECHNICAL SUPPORT

TECHNICAL SUPPORT

One call or e-mail gives you direct access to our engineers in your region, with back-up from the factory.



REGULAR E-MAILS

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We'll send you e-mail updates telling you what new support information and releases are available.



UPGRADES

SOFTWARE & FIRMWARE UPGRADES

Always have access to the most up to date firmware and software applicable to your system. Our SimGEN suite has 3 planned upgrades/year.



PRIORITY SERVICE

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Support Service customers get priority access to our team of experts for advice, repairs and unlimited technical support.



REPAIR SERVICE

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Get a priority repair service and minimise downtime.



TEST SCENARIOS

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Want to have an example of how to use a new software feature? Example scenarios will be made available online for supported customers.



ONLINE RESOURCES

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Our online knowledge base provides information, advice, tools and access to downloads, helping you get the most from your system.



EXPERT ADVICE

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With almost 25 years experience in GPS/GNSS testing, our engineers have the answers.



In addition, Calibrations are also available on Premium and Premium Plus service levels.

Bespoke support offerings are also available.

We offer training to allow you to get the most from your Spirent test system.

But that's not all we offer. As part of the Spirent Support Service our customers get access to additional benefits such as:



Modernized GPS / Galileo included

Supported GSS8000 L1 GPS / E1 Galileo systems will receive the L1C and CBOC signals, respectively, as part of the Spirent Support Service. In the past we provided L2C to supported customers with GPS L2 systems.



Trade-in and upgrade policy

Our policy is to ensure our supported customers are kept aware of any trade-in or upgrade programme we introduce so that you can choose the path that's right for you.



Guaranteed workmanship

Work completed under our Support Service is fully warranted for 12 months.



Calibration service

Our Premium Service offers an annual calibration by Spirent or our nominated agents. The Premium Plus Service offers a calibration at your facility on a mutually-agreed date. We will arrange the test equipment required to perform the calibration. In addition, during the onsite visit we will be available for "hands-on" training and advice on any questions you may have.



Returns process

Should your system need to be returned to one of Spirent's repair centres, as a supported customer, we will arrange shipping and return the unit fully repaired and aligned, directly to your facility.

Don't worry about shipping costs, when you take out a support contract it's our responsibility.

Quality and Service - Guaranteed

Our processes and procedures have been accredited to ISO9001-2000. In addition, Spirent is one of only a handful of companies to have gained accreditation to ISO14001 Environmental and OHSAS18001 Health and Safety standards.



Our UK facility

Our customers include...

- Accord • ADD • Aircell • Aishin • Alcatel
- Alenia Marconi Space • Alpine Electronics
- Altek • Analog Devices • Appeal • Arima
- Astrium • Asulab • Atheros • ATMEL • Audi AG
- Autostrade • Avermedia • Axiom • Azurewave
- BAE • Bandrich Inc • BenQ • BF Goodrich
- BG Tech • Blaupunkt • BMW • Boeing • Bosch
- Bose Corp • Broadcom Corporation • CalAmp
- Cannon • Casio • Celestica • Cell Guide
- Cessna • Chungwa Telecoms • Clarion • CNES
- Cobra Automotive • Comneon • Conexant
- Crossbow Technologies • CTAE • Daesung
- Daewoo • Daimler-Benz • Dassault • Dell
- Delorme • Delphi • Delta • Denso Corporation
- Diehl • DLR • Draper • DRS • Eastcom • Efratom
- Elbit systems • Elcoteq • Elektromekan AB
- EMS Technologies • EMV • ENAC • E-Rentec
- Ericomm • ESA • Espotel • ETRI • FiatSPA
- Fih Co • Flextronics • Ford • Foxconn FIH
- Freescale Semiconductor • Fugro Chance
- Fujitsu • Funai • Funai Electric • Funkwerk
- Furuno • Garmin • GE Global • General Dynamics
- GM Onstar • Grundig • GulfTech • Harada
- Harmann/Becker • Harris • Hewlett Packard
- Hitachi • HMGCC • Holloman • Honda
- Honeywell • HonHai • HTC • Huawei • Hughes
- Hyundai • I-Lotus • Indra • Infineon • INTA
- Intel Corp • Inventec • ITT • Jabir
- Japan Aerospace • JAS • JComm • Juniper • KARI
- Kawasaki • Kayser Threde • KDDI • Kenwood
- Ki Ryung • Kyocera • L3 • Leica • Lenovo • LG
- Lineas • Litton • LMCO courtland
- Lockheed Martin • LRBA • LSI Corp • Lucent
- Magellan • Magneti Spa • Matsushita • Maxim
- Maxsys • MBDA • Mediatek • Mercedes Benz
- MicroInfinity • Microlease • Microsoft • MIT
- Mitac • Mitek • Mitre • Mitsubishi • Motorola
- Nanyang • NASA • Navicom • Navis • Navman
- NEC • Nextel • Nihon • Nikon • Ningbo • Nissan
- Northrop Grumman • NT Space • NTT • NXP
- O2 Technology • Ohio University • Onstar
- Panasonic • Pegatron • Peninsula Electronics
- Peugeot • Philips • Pioneer • Polar Twin
- Polstar • Prolificx • Psion Teklogix • QinetiQ
- Qingdao University • Racal • Racelogic • Radix
- RCI • Redstone • Roke Manor • Royaltech
- Sagem • SAIC • Samsung • Sanyo • Seiko
- Selectron • Seoul University • Septentrio
- Sepura • SFR • Shanghai University • Sharp
- Siemens • Sierra • SIGTEC • SIMIT
- Simrad Shipmate • SIRF Technology • SK Telesys
- SK Teletech • SnapTrack • Sockia • Solectron
- Sony • Sparta • Sprint • SSTL
- Stanford University • STMicroelectronics
- Sumitomo • Suunto • Swissphone Telecom
- Symmetricom • Teledyne • Telespazio
- Telogy Networks • Telson(Korea)
- Texas Instruments • Thrane • TianjinOptical
- Tokyo University • Toll Collect • Tomtom • Topcon
- Toshiba • Trimble • True Position • Tubitak
- Turbotek • TYCO • Uniden • Vacom • Viatele
- ViCon • Visteon • Volkswagen • Wavecom
- Wistron Corporation • ZTE Corp

Frequently Asked Questions



I have just invested in a Spirent simulator, how do I maximise the return on my investment?

All Spirent systems come with 12 months warranty as standard. After that period we recommend all customers to take our Support Service. As we operate in an ever changing environment we recommend you purchase extended support at the time of purchase (available for up to 5 years) to maximise your investment and to ensure your peace of mind.



Will you remind me about renewing my support?

Yes, we will provide a Spirent Support Service quotation to you so that you may apply for budget funding to support your system after 12 months. This will be sent to you prior to the expiry date of your support contract to ensure you have time to prepare your budget.



Do you offer multi-year contracts?

Yes, contracts are available for multi-year support commitments.



Can't I just buy a repair if I need it?

Ensuring your system is protected with the Spirent Support Service is the best way to avoid costly repair bills. The Support Service offers highest priority to your system in the event of repairs being required. No additional charges will apply.

In comparison, one-off repairs do not represent such good value and the processes involved in raising quotations, processing orders and arranging returns for unsupported equipment will increase any downtime. Our equipment can be complex to repair and any previous attempts by non-Spirent engineers to resolve problems could result in failure requiring the unit to be sent back to Spirent at extra cost.



Can I buy support cover if a fault develops?

Yes, but normal repair charges would apply in addition to the annual support agreement. A break charge to bring your product up to date also applies for systems that have been out of support for an extended period of time.



Will you tell me about new software and other relevant information?

Whilst you are under warranty or support we will keep you informed via e-mail about new software, firmware, knowledge base articles and other relevant information. We will provide links to facilitate downloads. The Spirent Support Service offers access to unlimited technical support should you have questions or need help.



Our UK verification office suite enables us to replicate your test environment and helps us to help you quickly and effectively.

What next?

It only takes one e-mail, click or call to get things going ...

Visit the following web address, fill a simple form to request a support quotation and we will email the quote directly to you:

www.positioningtechnology.co.uk/support/RFQ.asp

Alternatively please contact one of the offices below for a quote and more information:

Spirent Communications plc

Aspen Way
Paignton
Devon, TQ4 7QR, England
Telephone: +44 1803 546325
gnss-solutions@spirent.com
www.spirent.com/positioning

Spirent Federal Systems Inc.

22345 La Palma Avenue
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Global coverage



Americas

Europe

Asia

