

Spirent Support Service



Applies to:-
GSS4100/GSS4200
GSS6100/STR4500

Spirent Support Service:

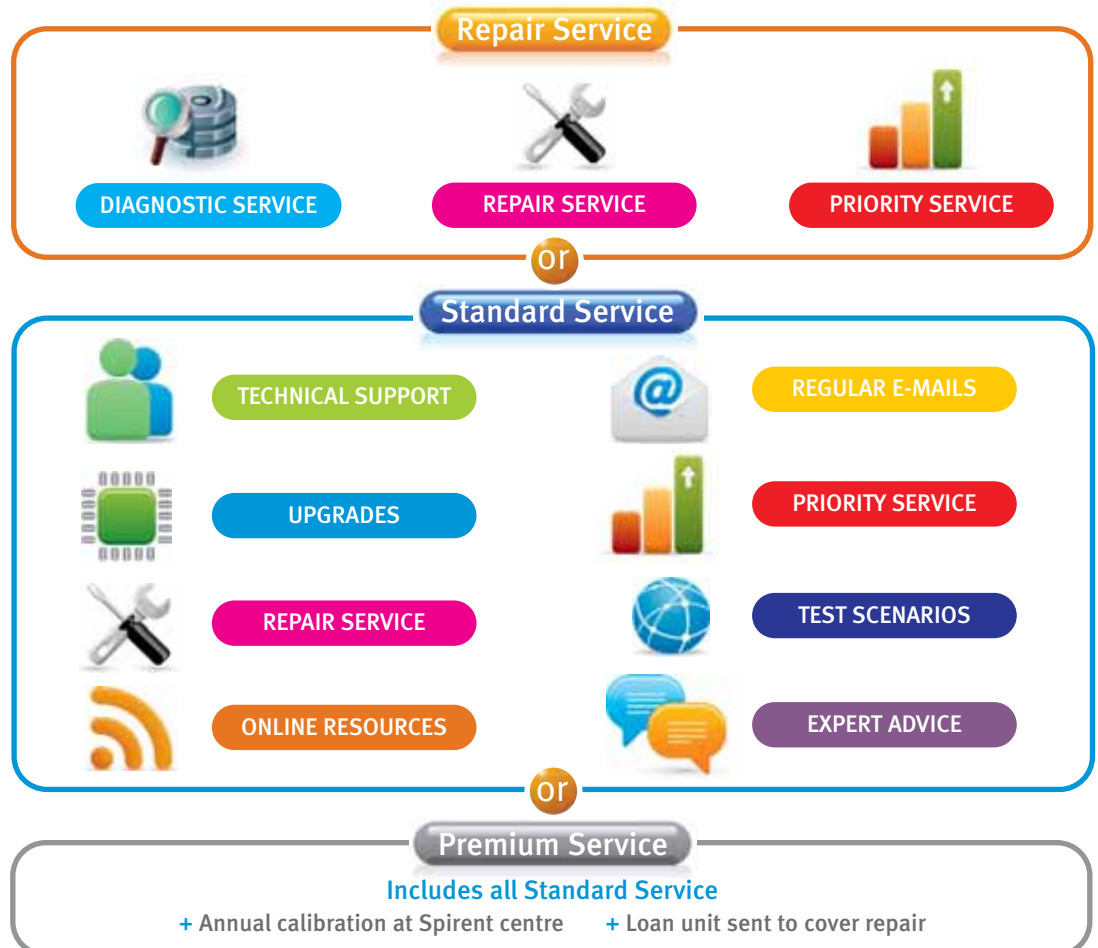
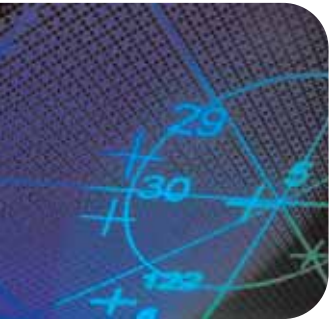
Applies to:- GSS4100 GSS4200 GSS6100 STR4500

Spirent's Support Service makes it easy for you to keep your GNSS test system in peak condition, maximising the value of your investment and helping your GNSS projects go smoothly.

The Support Service is tailored to the type of support you require and the type of GNSS test product you own.

Choose the benefits that are right for you

We understand that not all customers want all elements of a support offering and we offer a number of different options to ensure you choose the offering that's right for your needs. We do however recommend that all of our customers subscribe to the Standard Service level of support. Where there are budgetary issues, the alternative offer is the Repair Service which provides comprehensive cover in the event your system develops a fault. Whatever service level you subscribe to don't worry about shipping costs, it's our responsibility.



Bespoke Service

If you have additional needs we also offer bespoke service levels. Contact Spirent for more information on how we can help.



Training Service

We also offer training services to help you get the most from your simulation system. A range of training services is available from installation and initial system set-up through to advanced courses focusing on advanced simulator features or applications.



Support Services

Spirent's Support Service lets you choose the support level that's right for your needs.



TECHNICAL SUPPORT

Access to unlimited technical support

Contact us by e-mail, phone or via our dedicated support web interface. Our applications engineering team will respond to your enquiry, where possible from your nearest Spirent support office and in your language.



REGULAR E-MAILS

Regular e-mail newsletter

We will send you, via e-mail, up-to-date information on the latest software releases, application notes, information notes, tips and related support information.



UPGRADES

Software & firmware upgrades

Always have access to the most up-to-date software applicable to your system.



ONLINE RESOURCES

Online resources

Our online resources are wide-ranging, available 24/7 and constantly expanding. For the latest information please visit our online dedicated support site at www.positioningtechnology.co.uk/support



DIAGNOSTIC SERVICE

Diagnostic support

If your system develops a fault we will work with you to diagnose the problem.



TEST SCENARIOS

Test scenarios

STR4500 systems

Supported STR4500 customers have access to regularly updated "standard" scenarios that are supplied with new systems and an automated web-based scenario generation tool. Bespoke scenarios are available for an additional charge.

GSS4200 systems

Supported GSS4200 customers have access to the automated web-based scenario generation tool.



REPAIR SERVICE

Repair service

We will repair or replace faulty modules or other system elements. Fault diagnosis may be done remotely but repairs usually require that your system is returned to a Spirent support centre or to our factory. Repairs are warranted for 12 months.



PRIORITY SERVICE

Priority service

Supported systems are given the highest priority in our technical support and repair centres.



EXPERT ADVICE

Expert advice

With dedicated support teams in Europe, Asia-Pacific and USA our knowledgeable application engineering team can support you in your own time zone.

Premium Service



CALIBRATION

Calibration at Spirent service centre

We can calibrate your system in accordance with Spirent's calibration procedure. As a Premium Service subscriber your system will be calibrated at one of our support centres.



LOAN UNITS

Loan units supplied to cover repairs

When Premium Service customers send a unit back to Spirent for repair and we believe that it will take more than five days to get it back to you, we will immediately ship out a replacement loan unit to you to cover the repair period.

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
gns-solutions@spirent.com
www.spirent.com/positioning

Spirent Federal Systems Inc.

22345 La Palma Avenue
Suite 105
Yorba Linda, CA 92887, USA
Telephone: 714 692 6565
info@spirentfederal.com
www.spirentfederal.com

Global coverage



Americas

Europe

Asia

