



ALPHATRON
Marine



Global support

Service & Maintenance contracts

www.jrc.am

Taking care of your equipment

The service and maintenance contracts are put in place to provide you with budgetary, trusted and hassle-free maintenance services of navigation and communication equipment that reduces breakdowns and unexpected costs.

With Alpatron Marine and our local service quality partners, we are able to ensure worldwide that our customers receive the highest quality service, executed by certified engineers meeting the operational and safety standards. Three different levels of agreements are offered to our members:



Entree
Member

Shore based maintenance
certificate






Premium
Member

Annual surveys including
health checks



Executive
Member

Full service maintenance
and support

			
Shore based maintenance certificate	v	v	v
Worldwide coverage of service stations	v	v	v
Dedicated service coordination team	v	v	v
24/7 service coordination	v	v	v
Service and maintenance on request	v	v	v
Complete NavCom health check with status report	-	v	v
Special service rates worldwide	-	v	v
Annual survey for GMDSS	-	v	v
Annual gyrocompass overhaul	-	v	v
Annual Performance Test - Voyage Data Recorder (APT VDR)	-	v	v
Annual radar check	-	v	v
Discount on JRC/AM parts & equipment	-	5%	10%
Training of technical staff	-	5 max	10 max
Pro-active 24/7 vessel monitoring	-	v	v
Fleet management through life cycle support	-	v	v
Full service maintenance based on a fixed annual rate per vessel	-	-	v
AlphaEye	-	-	v



More cost saving with AlphaEye

With the AlphaEye, the crew onboard can call through a dedicated (satellite, 3G or 4G) communication link directly with the expert in the Alpatron Marine office and let us experience through live audio and visual contact the issues they are facing. Even in such a specialized and customized environment onboard, error analysis and problem solving can now be achieved in a matter of minutes. This unique remote support makes adjusting or replacing components just that easy and with the fault finding completed, necessary parts can be arranged to be ready in the next port of call.

Setel PowerLine's simple 3-piece solution establishes a vessel' wide IP network onboard all maritime vessels and installation by injecting the IP signal directly onto the existing electrical network.



The fast and efficient installation process is completed in matter of hours not days, putting an end to time consuming, risky, complex and expensive industrial ethernet re-cabling. Once installed, the number of applications that can be added are as limited as your imagination, not only the AlphaEye, but also CCTV surveillance to systems monitoring, crew Wi-Fi and RFID tracking to telemedicine.

When entering into one of our maintenance contracts in combination with the AlphaEye and Setel solution, we offer a 20% discount on the annual contract rate.

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Centers of Excellence
Houston, Rotterdam, Singapore, Tokyo