

ELECTRONICS & DEFENSE



SUPPORT PACKAGES



Support Packages

Safran's Premium Support Package (PSP) and Gold Support Package (GPSP), which complement our industry leading product warranties, are available to our customers to ensure maximum uptime and operational efficiency for covered equipment.

24 X 7 X 365 ACCESS TO CUSTOMER SUPPORT

- Regular support questions and general inquiries can be handled during normal business hours (8:00 am - 5:30 pm (EST) & 8:00 am - 5:30 pm (CET)). Our Service personnel can be reached via telephone, email or by creating an online case from our website.
- PSP customers are provided a unique 24 x 7 support number available only to contract holders. This unique number will be provided upon receipt of an approved contract including contract terms and covered assets. If a Customer becomes aware that added services will be required outside of Safran's normal business hours, it is the Customer's responsibility to arrange a scheduled time for support in advance with their Safran Customer Support representative.
- During standard business hours, PSP customers receive a response within 30 minutes or less from a Safran Customer Support specialist. This 30-minute maximum response time is for all PSP support requests, from Mission Critical calls to general questions, software updates, or configuration assistance.
- Outside of Safran's normal support hours, when calls are limited to Mission Critical Errors, PSP customers receive a response in 60 minutes or less. Customers also have the option to make arrangements with Safran in advance if they anticipate continual or repetitive non-critical support needs outside of Safran's standard business hours: either for short-term projects or ongoing requirements.
 - Mission Critical Errors include:
 - Errors which cause the Product to cease operating or operating in any material respect.
 - Errors in which the Product still operates, but with a significant function impairment.
 - Errors likely to cause Product to delete, impair, damage or corrupt any System or Customer data during operation.
 - Any error in the Product that pose, or cause, the operation of the Product to inflict imminent damage or destruction to any System or Customer data, or which may have a material adverse impact on our Customer's business.
 - Mission Critical Errors do not include:
 - General assistance such as Product setup and configuration.
 - Firmware updates.
 - General questions about the Products operation or functionality.
- For Mission Critical Errors outside of Safran's normal support hours, an Assistance Request may be submitted through your exclusive PSP support line which is received upon activation of your support agreement. (Safran's general support line and email address are not supported outside of normal business hours for either Mission Critical Errors or general support.)
- Includes live support for web user interface with an Safran Customer Support representative using remote terminal capability such as Microsoft Teams, WebEx, or GoToMeeting.

- Safran reserves the right to defer support for non-Mission Critical Errors (as defined above). Assistance will be provided for Support Requests made outside standard hours during our normal business hours.
- Support Representatives will provide Customers with a unique Case # to track all correspondences and documents while troubleshooting the reported issues.

SOFTWARE UPDATES FOR PSP CUSTOMERS

- PSP Customers receive access to software and firmware updates that incorporate enhancements and improve reliability.
- PSP Customers will be the first to receive notifications of pending updates prior to general customer notification.
- Patches for general security vulnerabilities (example - Heartbleed, Bash) are considered high priority updates, and are released as soon as possible after discovery.
- Software updates are not released on a predefined schedule. Your assigned customer contact will be notified when an update is available. Contact information for these and other notifications is defined by you, the customer, when you purchase a service plan. You are permitted multiple contacts, if desired, and are able to update this contact information whenever there are changes.

PRIORITY REPAIR SCHEDULING FOR PSP CUSTOMERS

- If a Product covered under PSP needs to be returned to Safran for repair, it is assigned “expedited status” for accelerated product turnaround. Customer communications for PSP-covered products are given highest priority.
- Safran’s PSP covers any associated service or repair on our in-warranty equipment. Customers with assets that fall out of warranty also have the option of purchasing an extended warranty. Please contact Customer Service to discuss your options.
- End-of-Life and Discontinued products may no longer be covered under PSP but may be serviced under our non-warranty repair program.
- End-of-Life: Soon to be discontinued.
- Discontinued: No longer available for purchase.
- Full Support: Assistance is available for these units with “Full Support” by contacting Technical Support by telephone or email. Under the direction of Technical Support, these units may be returned for repair. Replacement units may also be available for purchase from the factory. Contact Customer Service or your Sales Manager for more details.
- Limited Support: With your assistance, our Customer Support department will remotely evaluate units with “Limited Support” for repair. Contact us for assistance by telephone or email, but repair options may be limited. While units classified as Limited Support may still be returned to Safran for appraisal and repair, once the product is evaluated, our Customer Support Department will make the final repair determination. If Customer Support concludes that a repair of your product is not possible, we will recommend the most comparable “replacement model”.

- For example: The internal oscillators can no longer be obtained on some products. If the oscillator in the unit is bad, the unit will not be able to be repaired. We will recommend purchasing an alternative unit.
- No Longer Supported: Units which are “No Longer Supported” are not returnable for repair. Technical support is no longer available for these products. If you are unsure whether your product is supported or not, please contact our Customer Support department for final determination.
- Products which Safran designates as “no longer supported” typically have been discontinued for several years or more. Our Customer Support team may no longer be able to provide service or repair for Products with this designation.

FREE LOANERS

- When a Product covered under PSP needs to be sent to Safran for repair, express 24-hour loaner service is provided at no additional cost. Loaners are sent out by the next business day.
- Loaner units may be a different model from the Customer unit but will have same the or greater performance and functionality as the Customer unit.
- Safran is responsible for all shipping and associated charges for consignment of loaners or Customer’s units to Customer.
- Customer is responsible for all shipping and associated charges for consignment of loaner or Customer’s units to Safran.
- Customer must return loaner equipment with 45 days of receipt of original repaired unit. Customers who fail to return these products in 45 days will receive an invoice for full list price of the equipment and a suspension of their PSP coverage until the equipment is returned or full payment of the invoice is received.

ADVANCED REPLACEMENT AND SPARES POOL MANAGEMENT

- Available only with Gold PSP.
- Advanced Replacement provides Gold PSP customers with a replacement unit if there is a requirement of the Customer’s covered Product to be sent to Safran for service. Advanced replacement units are the same model and configuration as Customer’s unit as listed on contract.
- Replacement units come from an Safran-managed spares pool. Units in the pool are the same configuration as Customer’s units. Upon Customer’s notification to Safran of an Error and after Safran Support has worked with you the Customer to determine that the Error cannot be resolved in the field, Safran will ship an advanced replacement unit via the fastest possible method, before receiving the Customer’s returning unit.
- This advanced replacement unit is not a loaner and is retained by the Customer.
- Advanced replacement units are dispatched the next business day.
- Safran pays all shipping and associated charges for the shipment of the replacement unit to the Customer.
- Customer is responsible for all shipping and associated charges for return of the faulty unit to Safran.
- Customer must return original failed unit within 45 days of receipt of advance replacement unit. Customers who fail to return these products in 45 days will receive an invoice for full list price of the equipment and a suspension of their GPSP coverage until the equipment is returned or full payment of the invoice is received.

ADVANCED RENEWAL NOTIFICATION

- Contract holders will receive advance notification to renew prior to contract expiration date
- Notifications will be sent with a 60-day notification accompanied by a renewal quote and instructions for payment.

ANNUAL CALIBRATION

- Available only for ASP customers.
- GNSS simulators and standalone GNSS references may also be covered by Gold PSP
- NOTE: Safran GNSS-based timing products such as SecureSync, VersaSync, NetClock, and TSync do not require calibration as they are actively disciplined by GPS.

*Safran Support Packages may not be available in all regions. Please check with our Customer Services department or your Safran Sales Manager about availability in regions outside of the US.



safran-navigation-timing.com



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