

GSG Annual Service Plan (ASP)

Comprehensive Coverage for GSG Series GNSS Simulator Systems

Spectracom GSG Series Simulators are designed to provide the highest levels of reliability. In addition to our standard phone and e-mail support, we offer an Annual Service Plan* (ASP) to help prevent and/or resolve any problem you may experience. You also get unlimited access to new features, available for your hardware configuration, in future software and firmware releases. Combined with our industry-leading, three-year warranty on GSG products, a Spectracom Annual Service Plan is an investment you can make with confidence.

Annual Service Plan Benefits

- Firmware and software updates
- Valuable technical and service knowledge from experts
- Annual system calibration
- Priority shipping and turnaround times to minimize downtime
- Loaner service available
- Fast diagnostic and streamlined repair services
- Additional optional services

Service Descriptions

Software Updates

- Access to software and firmware updates that include enhancements and new features applicable to your hardware configuration

Technical Support

- Unlimited phone, email and applications support

Calibration

- Annual calibration including calibration certificate
- Priority calibration turn-time provided for supported instruments
- Prepaid (Spectracom paid) shipment for calibration

Loaner Service

- Loaner product available if requested



Equipment Service / Repair

- Service/repair on Spectracom equipment in-warranty or out-of-warranty
- Priority scheduling
- Fast turnaround through streamlined process
- Prepaid (Spectracom paid) shipment for repairs

Additional Services

Spectracom also offers optional on-site services for GSG products, including installation and training services for an additional fee.

- Available site scoping, system design assistance, and project management for installation
- On-site or factory hands-on training for operation, maintenance, and repair

*The Annual Service Plan may not be supported in all regions.