

ELECTRONICS & DEFENSE



SERVICE OFFERINGS





Timing

24x7 Phone Support

As an added offering to customer mission critical applications, our Services team has 24 x 7 capabilities both in the US and in France to better service our regional needs.

Quick Turn Repairs

Service offers a quick turn time option for customer installations that can't afford long repair times.

Advance Replacements

We offer specific contracts to replace your failed equipment and avoid any repair delays. Swap your broken unit for a working replacement.

Loaners

If our quick turn option does not suit your needs, we also have an inventory of loaners to ensure your system stays active even during repairs.

Firmware Upgrades

If you are not comfortable or do not have the staff available to perform firmware upgrades, our Global Service Centers can handle that for you and ensure your entire appliance is up to date.

Evaluations

Send in your units for an evaluation if you are unsure of its performance or want to pursue upgrading options to keep your assets in proper working condition.

STL Subscriptions

Our Global staff monitors and manages your STL subscriptions for secure backup or primary timing sources using our proprietary Rubidium constellation of satellites.

Extended Warranties

In addition to our industry leading standard manufacturers warranty, our Service department also offers additional extended warranties to help customers bridge their budgets and keep their assets covered until the appropriate time to upgrade.

Field Calibrations*

Some of our timing equipment benefit from periodic calibrations that ensure the accuracy and stability remain in specification. We have a field service team ready to visit your facility and calibrate your equipment when it's convenient for you.

Contact

timingsupport@nav-timing.safrangroup.com



Simulation

Calibration

Safran offers calibration services for your simulation products to ensure the accuracy of your profiles are not compromised.

Extended Warranties

In addition to our industry leading standard manufacturers warranty, our Service department also offers additional extended warranties to help customers bridge their budgets and keep their assets covered until the appropriate time to upgrade.

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Traceability Charts

For customers who need to see what equipment we use for calibrations, how they were calibrated, and how they stay in spec, Safran offers Traceability Charts to ensure our customers have confidence in the integrity of our calibrations.

Online Forums

We offer access to a wide network of users and contributors on our Online Forums for support and general inquiries. Saves time and allows users to collaborate on best practices and alternate use cases.

Contact

simulationsupport@nav-timing.safrangroup.com



Clocks

Maser Field Maintenance

Our team of field engineers are on standby to visit your facility and service, diagnose, and repair your Maser on site to improve efficiencies and ensure continuous up-time.

Extended Warranties

We offer a wide range of extended warranty options for all our oscillators to meet your network needs all while providing our customers the security of knowing we are here to support you.

Contact

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safran-navigation-timing.com

