

## WESCAM MX™-SERIES SERVICE COMPONENTS, SPARE UNITS AND UPGRADES

Providing you with Tailored Service and Support Packages that Address your Individual Needs.

L3Harris has a selection of comprehensive maintenance service options to fit every level of mission requirement. Options can be tailored to fit your operational needs and budget.

### FIRM-FIXED-PRICE PER SYSTEM

- > A full-service, all-in-one customizable plan that encompasses all aspects of maintaining WESCAM MX-Series of electro-optical/infrared (EO/IR) systems. A single annual fee for all services streamlines the administrative process. Spare systems, parts, field service representatives and factory repairs all tailorable to include program management and reporting.

### PERFORMANCE-BASED LOGISTICS

- > Including all the power and flexibility of the annual firm-fixed-price service plan, the performance-based plan provides additional performance incentives and penalties based on identified requirements such as operational availability (Ao) or repair turn-around time (RTAT).

### SUPPORT-BY-THE-FLIGHT-HOUR

- > Support-by-the-hour includes all of the benefits of the annual firm-fixed-price and performance based logistics service plans, with the added flexibility of pricing based on operational flight hours.

### WARRANTY AND EXTENDED WARRANTY

- > Standard and extended warranties provide protection against failures due to product defects or workmanship. Extended warranties can be purchased at the time of equipment purchase, or prior to the end of the standard warranty period.

### REPAIR-ON-DEMAND

- > Allows for individual quoting and invoicing for each repair.

### WESCAM MX SERIES AUTHORIZED SERVICE CENTERS

- > Strategically located to provide service and support packages.



### L3HARRIS' IN-SERVICE SUPPORT SERVICES ARE DESIGNED TO:

- > Increase operational availability (Ao)
- > Minimize repair turn-around time (RTAT)
- > Enable 70% of repairs to be done in the field
- > Reduce total cost of ownership

## SPARE UNITS

> Ensuring fast repair turn-around time (RTAT) and high levels of operational availability (Ao) for mission critical applications often comes down to having the right spare systems and parts available. L3Harris will assist in the logistics of Spare Line Replacement Unit (SRUs) and Line Replacement Unit (LRUs) storage, shipping, installation and repair when incorporated into a service plan.

### - Spare Line Replacement Units (LRUs)

Complete EO/IR systems are exchanged when systems require repair. Those LRUs ensure a minimal amount of training and effort while ensuring a high level of operational availability for critical missions.

### - Spare Shop Replacement Units (SRUs)

The individual components and payloads that make up a complete EO/IR system, are dedicated and readily available. SRUs greatly reduce the RTAT for failed systems.

## UPGRADING YOUR SYSTEM

> The WESCAM MX-Series architecture provides considerable flexibility when upgrading your system. Whether upgrading existing components to newer technology or adding additional components to increase your system's functionality and capability, upgrading provides a number of significant operational benefits.

## OUR INVESTMENT IN CUSTOMER SERVICE

> Understanding that our customers require immediate operational availability when duty calls, L3Harris continues to invest heavily in product development and customer care:

- 70% of all turret repairs are accomplished in the field
- Certified to AS9100 Standards



WESCAM MX-Series Support Services Brochure

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