

A WORLD-CLASS CUSTOMER-CARE INFRASTRUCTURE FOR WESCAM MX™-SERIES SYSTEMS

EQUIPMENT AVAILABILITY AND MISSION SUCCESS WHEN IT MATTERS MOST

L3Harris' comprehensive customer care network demonstrably increases the operational availability of WESCAM MX™-Series systems, reduces repair turn-around times, lowers total cost of ownership and minimizes administrative delays.

DEDICATED SERVICE AND SUPPORT

L3Harris' one-of-a-kind support infrastructure includes dedicated teams and strategically located service centers that are fully equipped to support our customers through each stage of the product's life cycle.

> **Dedicated Service Management Team**

To provide responsive support, this extensive team of specialists is ready to help 24/7. Technical product support representatives respond to all calls and/or emails within a maximum of 4 hours of your inquiry - regardless of your time zone.

> **Dedicated Integrated Logistics Team**

To maximize our products' operational availability and optimize technological advancements across all of our product lines.

> **On-site Service and Support**

To reduce repair turn-around times, WESCAM MX system maintenance and repair operations are, whenever possible, completed in country. This localized support strategy keeps the turret in its operational location, instantly increasing operational availability and significantly enhancing mission readiness.

WESCAM AUTHORIZED SERVICE CENTERS

Provide local in-house support with dedicated maintenance/repair lines for WESCAM MX-Series systems. Staffed by local, factory-trained technicians, WASCs can provide up to the most complex system repairs – instantly reducing repair turn-around times.

A team of highly trained and trusted field-service-representatives provide on-site service. Able to complete 75-100% of line replaceable unit repairs in field, FSRs are backed by a larger team of L3Harris engineers, technicians and service specialists.

Deployable in as little as 12 hours, FSRs are available for dispatch 24/7 from any WASC location.



WARRANTIES, EXTENDED WARRANTIES AND SERVICE PLANS

Supporting all levels of mission requirements, choose a plan that suits your budget and mission requirements. Warranties and service plans can be secured at the time of turret purchase or prior to the end of the standard warranty period.

SERVICE ELEMENT	WARRANTY & EXTENDED WARRANTY (Service under initial warranty or extended warranty)	WARRANTY & EXTENDED WARRANTY (In or out of warranty)
Incoming system evaluation before repair	Included	Included
Projected repair cost quotation	Not Required	Not Required
Parts/Labor charges	Included	Included
Field Support Representative Charges	At L3Harris' discretion – may not be included FSR rates available upon request	Included
Shipping Charges	Customer pays shipment to service center L3Harris pays return shipment	
Pricing	1 or 2 years, as part of original equipment purchase – maximum of 1000 hrs Pricing depends on product model and configuration	Annually renewable Pricing calculated on: • Systems configuration • Maximum system annual operational hours
Designated Program Manager	Not Required	Included
Repair Turn-Around Time	RTAT – Best efforts Target averages </60 days	Target average </60 days • Can be tailored to specific customer requirements

A CLOSER LOOK AT SERVICE PLANS

SERVICE ELEMENT	ANNUAL SERVICE PLAN	REPAIR-ON-DEMAND PLAN
Repair Turnaround Times	Average 30 days with first priority access to spare parts	On Quotation
Administration	1 time annual contract – Lower administrative costs when compared to Repair-on-demand	On a case-by-case basis
Parts & Labor	Included – No limits Beyond Economical Repair; unlimited repair up to bought hours	On Quotation
Field Service Representative Dispatch	Included	On Quotation
Shipping	Customer – Incoming L3Harris – Return	Customer pays both ways
Repair Status Reporting	Not Required	No
Obsolescence Management	Included reporting and first priority for Last Time Buys	No