



INTEGRATED LOGISTICS SUPPORT

Safran Vectronix



Along with strategic planning, experienced troops and excellent technology, behind every mission there is a dedicated team that safeguards everything. In this respect we are like our customers – we consistently combine first-class premium quality with exceptional service. We call this living partnership. To make your missions secure and successful worldwide.

TRUE PARTNERSHIP IS ALWAYS WIN-WIN

Safran Vectronix is the global market leader in observation and location, and our highly specialized devices are deployed everywhere in the world. For both military and civilian missions. Precise and faultless operation of these devices, even under extremely harsh conditions, is often vitally important.

How do we meet this challenge? With innovative solutions, first-class product quality, and not least tailored service and top-rank ILS. All this over the entire lifetime of our products, because we firmly believe that this is the only way to establish reliable long-term partnerships. We are also there for our customers with after-sales support. So you can always rely on

our products, no matter what. It may sometimes cost a little more, but it is better for you, and that makes it better for us.

Our specific service and support capabilities, as well as our ILS portfolio, are fully oriented to your wishes and requirements. This includes detailed testing and examination of defective devices, repairs, the latest updates and upgrades, and much more. For every one of our products. Because even the best technology is of little use if it is not backed up by equally excellent service. Over the entire product life cycle. This reliability creates confidence, and that often leads to long-term partnerships.



INGENUITY AND SWISS PRECISION

We're not shy when it comes to traditional Swiss precision. Whenever people talk about location and observation systems, Safran Vectronix is always at the top of the list. With good reason, because our high-end products incorporate over 90 years of Swiss manufacturing tradition, ingenuity, and a wealth of experience.

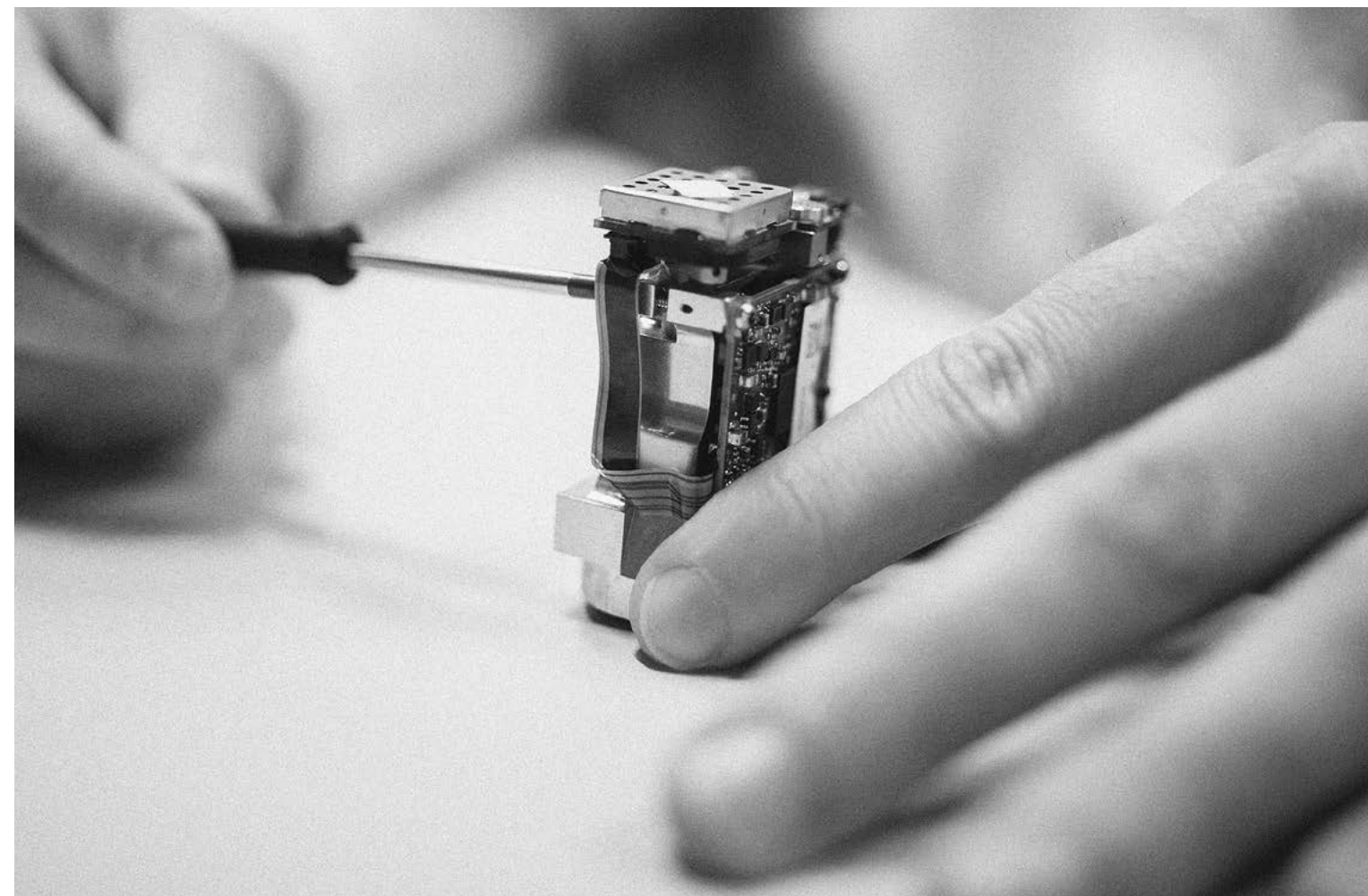
Precision over the entire lifetime of a product is only possible with corresponding after-sales support and application of the latest technology to constantly improve the product. For most of our customers, unconditional operation of their equipment is a fundamental component of mission success. That makes testing, inspection, alignment, repair and many oth-

er services an equally fundamental component of our business policy. Our customers know that and reward us with their confidence.

The roots of Safran Vectronix go back more than 90 years. Today Safran Vectronix is part of the renowned Safran Technology Group. Despite many changes, the company headquarters are still in the Swiss city of Heerbrugg, where we started in 1921. What has not changed in all those decades is the unique spirit of Safran Vectronix. Constantly looking for new, even better and more precise solutions. Not only for our products, but also for our many services and integrated logistics support. That's how we put Swiss precision into practice every day.



Safran Vectronix handheld products are the cornerstone of our success as an enterprise.



The sales of components to system integrators completes the range of Safran Vectronix.





01 ACQUISITION ASSISTANCE

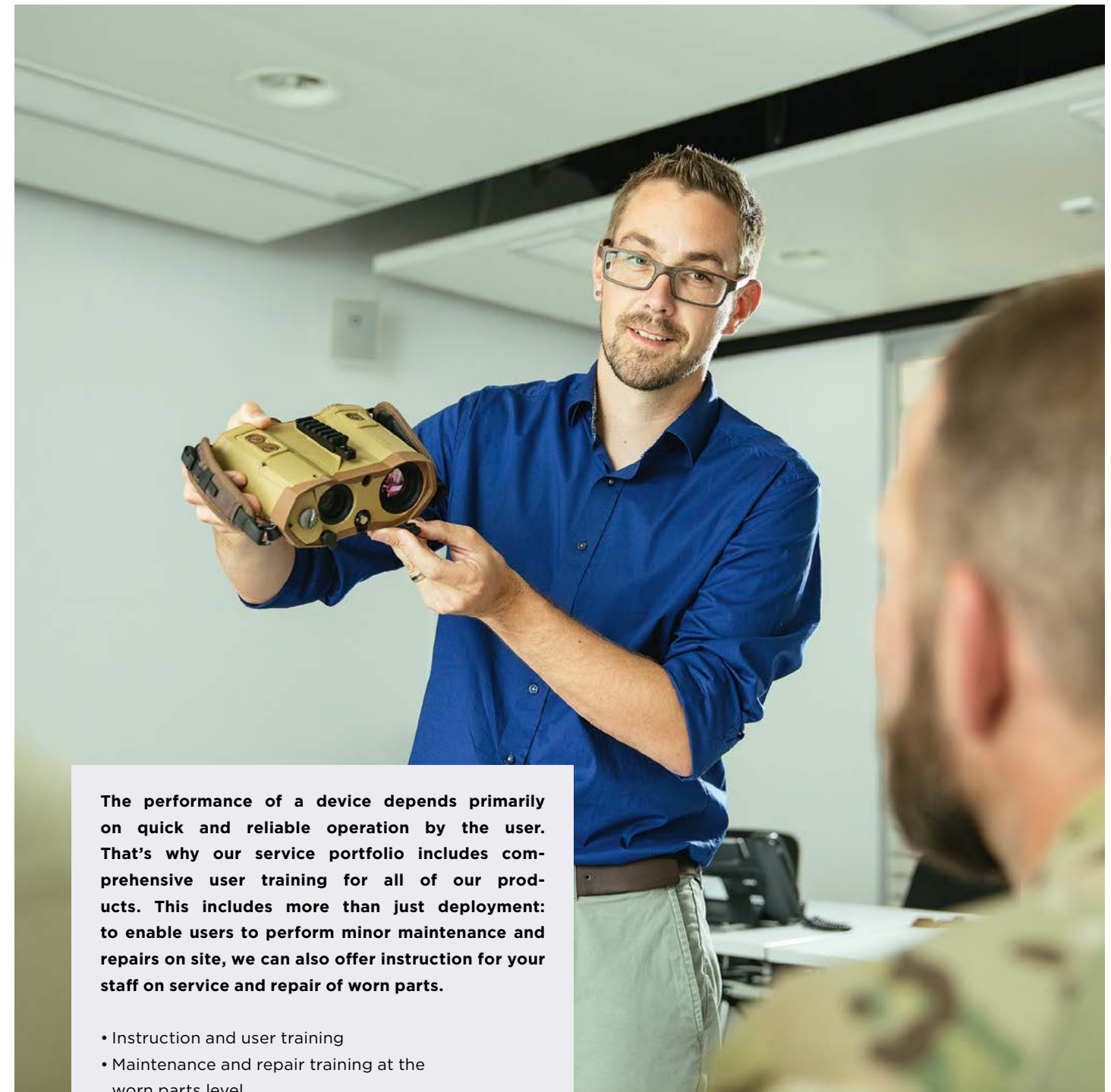
Up-front Advantages

Optimal advice and checks create security and form the basis for every procurement. That's why you can test all our devices extensively - live and in action - on your own ground. Conveniently in-house or in a specific mission simulation. Of course, we will also gladly advise you on life cycle cost calculation. This gives you a clear view of all costs over the entire product life cycle.

- Field demonstration
 - Customer visit with demo devices
 - Test on firing range or exercise area
 - Independent target measurements in simulated mission scenarios
- Life cycle cost calculation
 - Total cost of ownership
- Cost capping models
 - Extended warranty up to 10 years

02 FIELDING SUPPORT

Precision in the user interface as well



The performance of a device depends primarily on quick and reliable operation by the user. That's why our service portfolio includes comprehensive user training for all of our products. This includes more than just deployment: to enable users to perform minor maintenance and repairs on site, we can also offer instruction for your staff on service and repair of worn parts.

- Instruction and user training
- Maintenance and repair training at the worn parts level
- Spare parts, catalog, requirements planning
- Tools and test equipment
 - Test equipment for checking operational fitness
 - Tools for repairs as required
 - Tools for inspection and testing
- Simulators and user apps
 - PC-based simulator
 - Simulator-based initial training

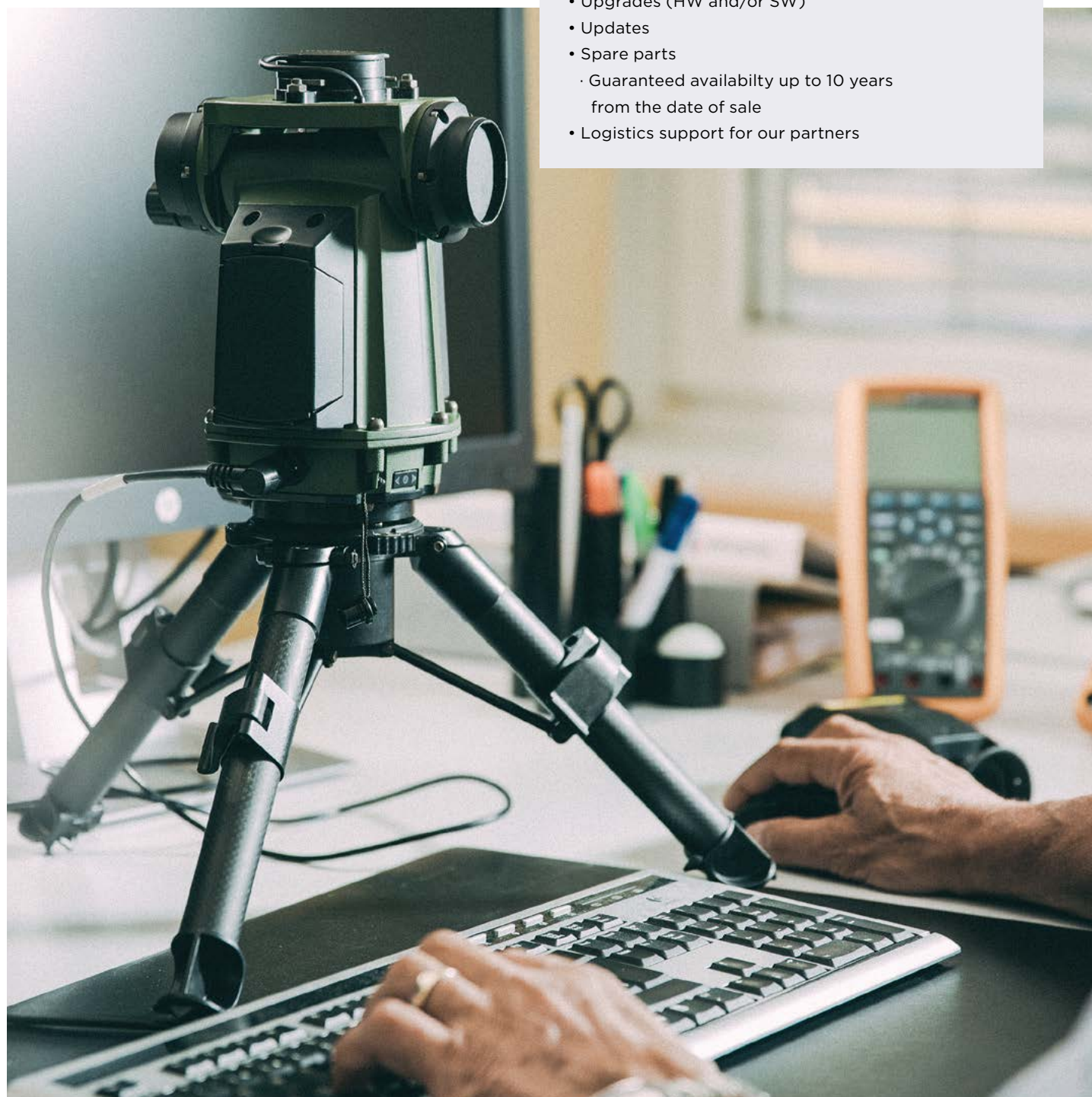
03 VALUE ADDED SERVICES

Full Integration

For perfectly coordinated processes, we help you with the comprehensive integration of our devices into your particular system environment. No matter if it requires specialized hardware or software.

As additional services, we offer the storage of spare parts (Customer Owned Stock), logistics support and much more.

- Customer specific modification
 - Software Options
 - Interface Protocols
- Warranty extensions up to 10 years from the date of sale
- Upgrades (HW and/or SW)
- Updates
- Spare parts
 - Guaranteed availability up to 10 years from the date of sale
- Logistics support for our partners

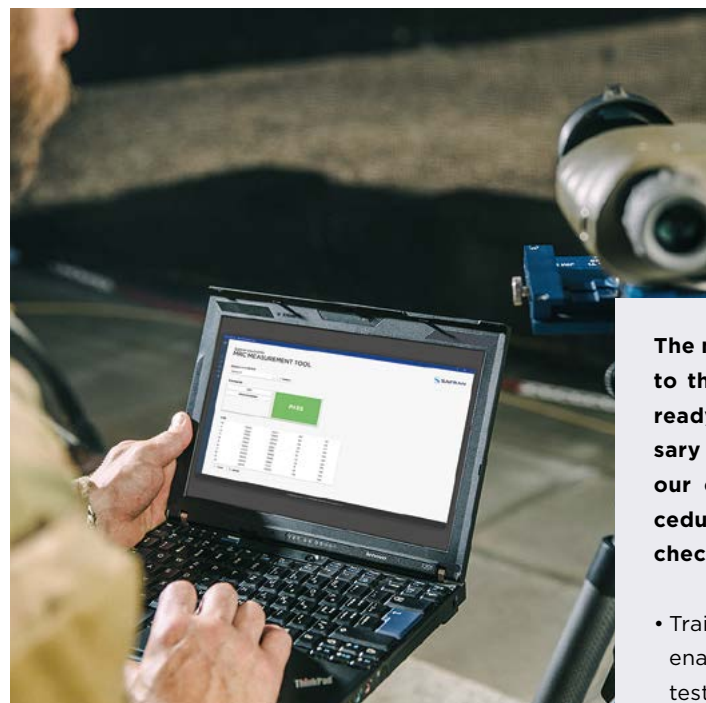


We can tailor our extensive program and logistics support entirely to your specific requirements. That means you always have support aligned to your needs for every procurement. On request, we can also put that in writing in the form of a service level agreement.

- Train-the-trainer sessions
- Integrated logistics support
- Repair tracking and reporting
- Status reports on:
 - failure rates, frequency of repair, repair costs, turn-around times, etc.
- Spare parts stock for minimum delivery times
- Assured availability of level 1–3 spare parts
- Repair costs by group
- Level of repair analysis (LORA):
 - Level 1: Parts replacement without tools
 - Level 2: Parts replacement with standard tools
 - Level 3: Parts replacement with special tools and/or measuring devices with equipment opened
- Various manuals

04 IN-SERVICE SUPPORT

Program Support



05 MISSION READINESS CHECK

Safeguarding is a life-saver

The mission is completed. The equipment goes back to the depot. To ensure that every device is again ready for deployment, a functional check is necessary before it is put back in stock. For this, we offer our customers detailed training courses and procedures for quick and reliable operational fitness checks.

- Training of depot staff or users in procedures that enable an 80% performance check without special test equipment
- Specific training manuals describing these procedures
- Ensuring that the devices work properly and are ready for the next mission



07 MAINTENANCE TRAINING

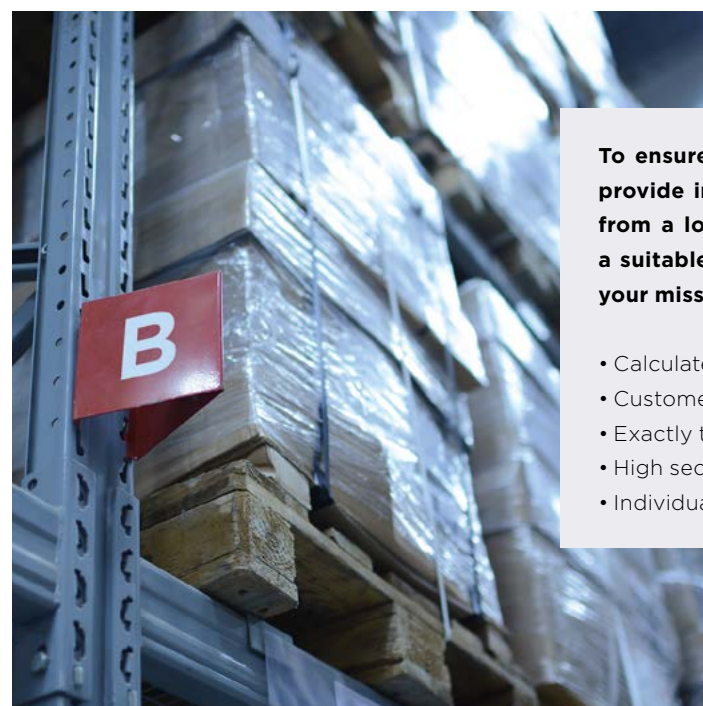
The right expertise

It's often the little things that impair device functionality. If you need on-site repairs in such cases, we offer you a suitable setup aligned to local conditions, along with specific tools, test equipment and training.

- Basic training for staff
- Understanding the functions
- Training for levels 1-3
- On-site support
 - Repairs and refurbishments
 - Maintenance and calibration
- Special tools and test equipment for level 3 repairs
 - Well developed optronics service skills
 - for local added value and independence

06 LOCALIZED EXCHANGE STOCK

Suitable replacement devices on stock



To ensure that you are never caught short, we can provide immediately available replacement devices from a local device pool. That gives you access to a suitable device at all times, precisely matched to your mission.

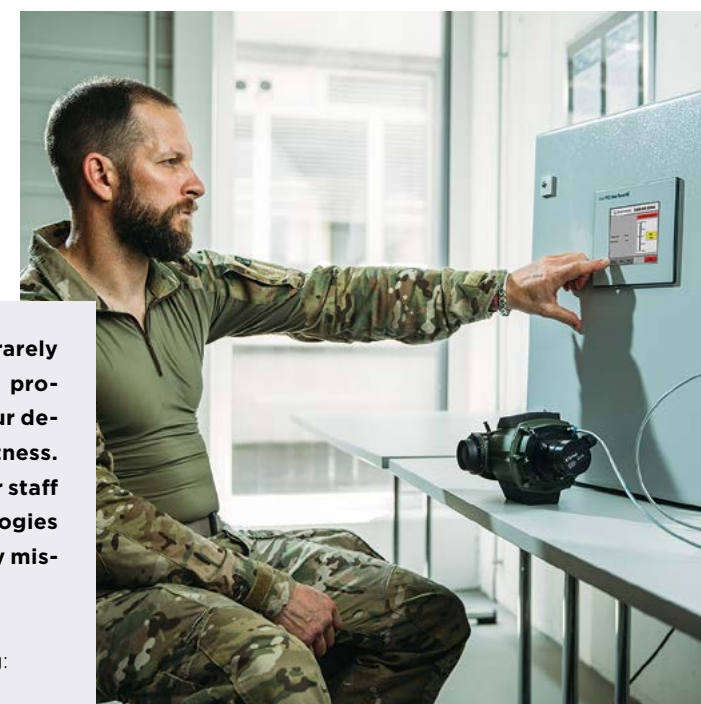
- Calculated failure rates per mission profile
- Customer-specific replacement stock
- Exactly the same settings, functions and features
- High security of availability
- Individual billing or fixed repair pricing

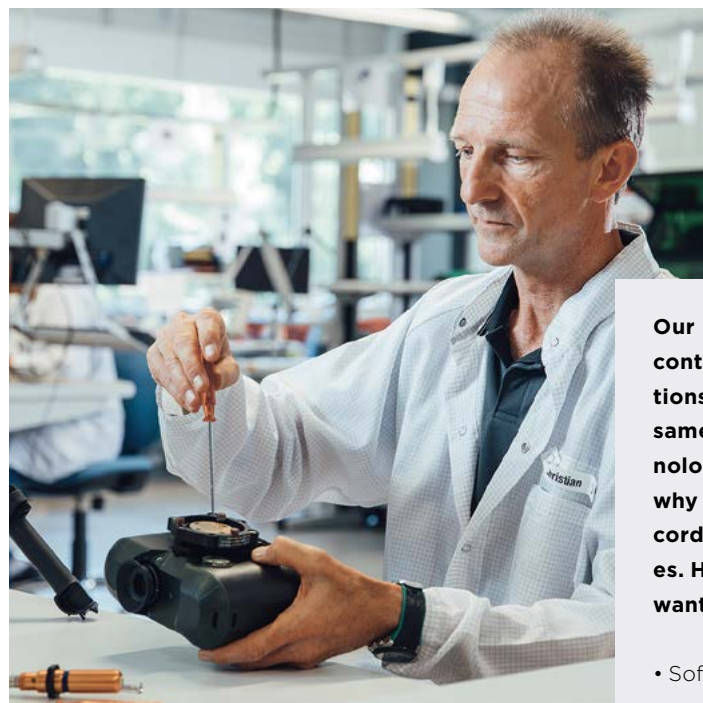
08 MISSION READINESS TRAINING

Tools and training for testing

Quick and above all complete device testing is rarely possible without suitable tools. We therefore provide you with the tools necessary for testing your devices for unconditional and exact operational fitness. Depending on the device portfolio, we give your staff precisely targeted training so that all technologies and systems can be deployed optimally on every mission. And of course in your language.

- Function-oriented tools for testing the following:
 - Laser rangefinder (LRF)
 - Thermal imager (TI) channel
 - Night vision tube (I² tube)
 - Seals (leakage)
- Calibration service for these tools
- Depot staff training
- MRC tool manual



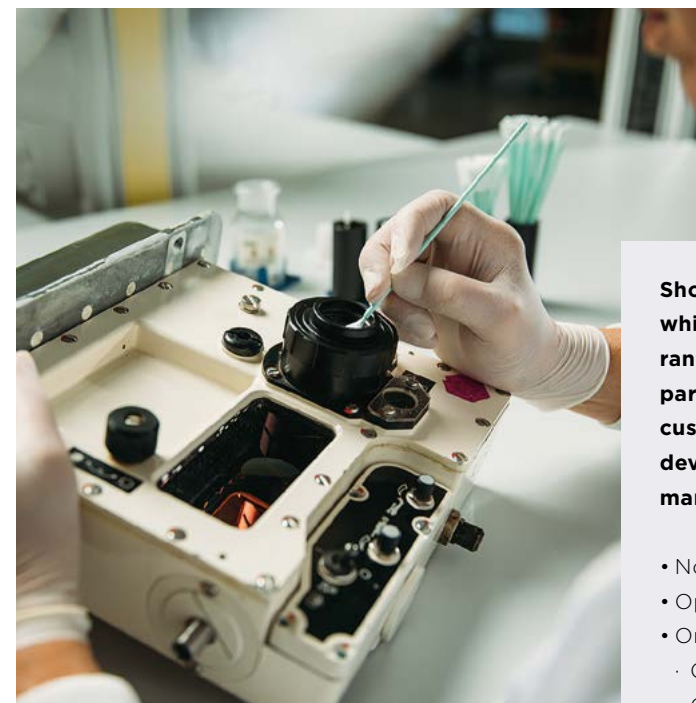


09 UPGRADE OPTIONS

Spot-on features

Our devices are long-lived. Technical standards, by contrast, are usually not. Furthermore, the key functions at the time of procurement are often not the same as what is needed later. Or advances in technology open the door to new applications. That is why we offer suitable updates for your devices – according to your needs, your budget and your wishes. Hardware or software, specific or general. As you want and as you need.

- Software options: fall of shot, PLRG/DAGR, target coordinates calculation, etc.
- Hardware upgrades: STERNA/GL adapters, embedded BT, next-generation I² tube, improved rangefinder modules, beam enhancers, etc.



11 EXTENSION OF SERVICEABILITY AT TIME OF PHASE OUT

For a long service life

Short life has never been a hallmark of Vectronix, which is why we offer a manufacturer's service warranty for every device as well as guaranteed spare parts availability for ten years. And on top of that, custom solutions. That way you can be sure that your devices will still be doing their jobs accurately after many years.

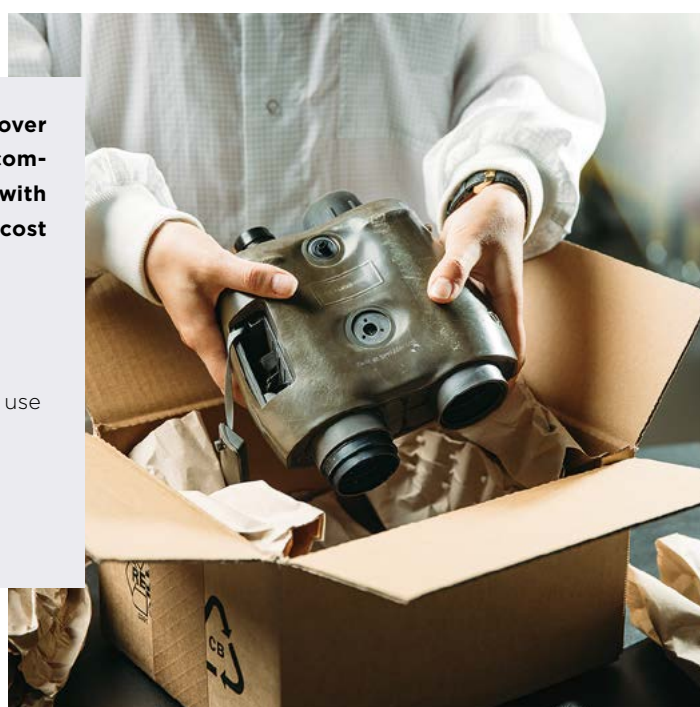
- Notification of pending phase-out
- Option for last buys
- On request:
 - Customer-owned stock for a dedicated period
 - Occasional special offers

10 WORLD LEADING FULLY COMPREHENSIVE COVERAGE

We give you the best possible warranty

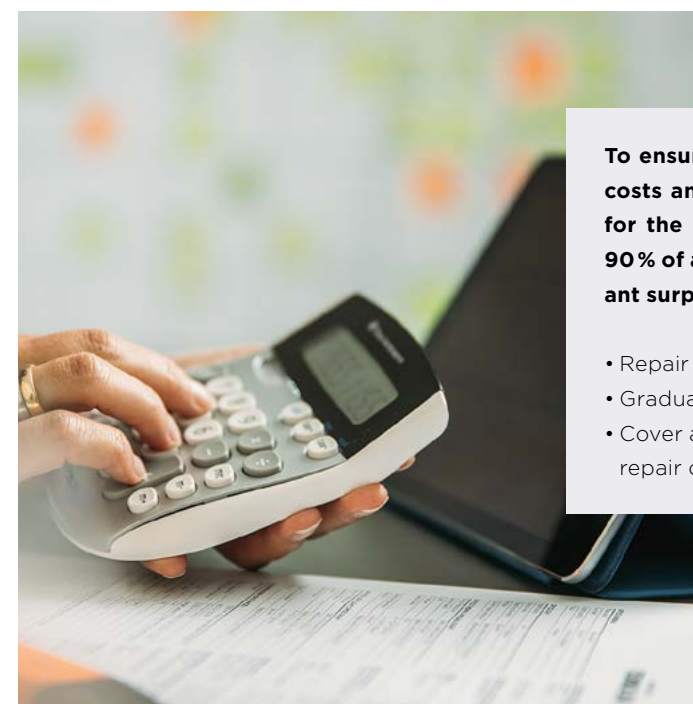
Trust is good. Safeguarding is even better. To cover all the eventualities, we also offer an optional comprehensive warranty. We are there to assist you with all questions related to enhanced coverage and cost optimization.

- Comprehensive warranty
- Exceptions:
 - Forceful damage outside the foreseen scope of use
- Warranty duration:
 - Up to 7 years
 - Up to 10 years for devices without T1 or I² tube
 - Extensions are optionally possible



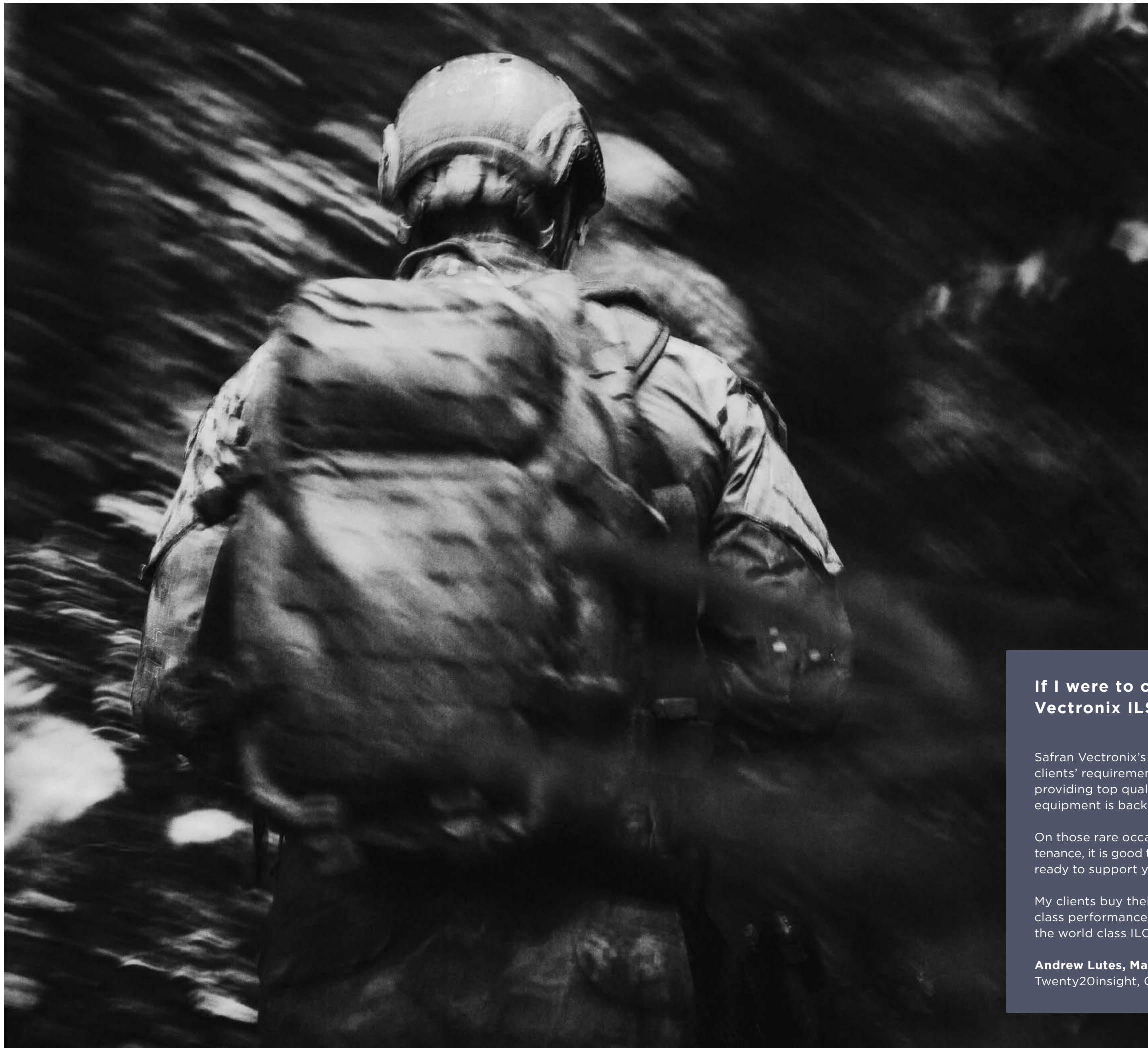
12 CONTRACTUALLY AGREED REPAIR PRICES

Fixed repair pricing for accurate budgeting



To ensure that you always have a clear view of your costs and can budget reliably, we offer fixed prices for the usual standard repairs – which cover about 90% of all repair cases. That saves you from unpleasant surprises.

- Repair prices per device family
- Graduated to various repair levels
- Cover about 90% of all commonly occurring repair cases



If I were to choose one word to describe Safran Vectronix ILS, that word would be “professional”.

Safran Vectronix's dedicated service team is highly responsive to their clients' requirements. They share the same goals as their customers, providing top quality work with short turn around times so that key equipment is back in the hands of operators as soon as possible.

On those rare occasions when a Safran Vectronix product requires maintenance, it is good to know that you have a group of dedicated professionals ready to support you and make the process as easy as possible.

My clients buy their first Safran Vectronix product because of the world class performance of the equipment. They buy their second because of the world class ILC service.

Andrew Lutes, Managing Director
Twenty20insight, Canada

A COMPANY IS ONLY AS GOOD AS ITS SERVICE.

At Safran Vectronix we take our good reputation seriously because comprehensive service is essential for robustness and reliability in use. Cooperative and foresightful service that recognizes the needs and strict requirements of our customers.

For us, it is not enough to sell first-class devices for observation and location. The whole picture is what counts, and that includes comprehensive service and integrated logistics support. For example, additional features for your devices. Or checking your devices after tough missions and repairing them if necessary. And of course extensive instruction and training so you can get the most out of your devices on every mission.

Many of our customers gladly use our services and ILS capabilities worldwide, because that is the only way to ensure unrestricted ability in all situations. Experience shows that tailoring our services to the needs and device portfolio of the customer concerned optimizes the operational performance of our devices. There's a good reason why we export over 95% of our products to more than 60% of all countries worldwide. These and other statistics speak for themselves.



1.00 %

Overall average repair rate per year

42 days

Average turnaround time for repairs

7 years

Average age of repaired items

28 years

Oldest device repaired in 2017

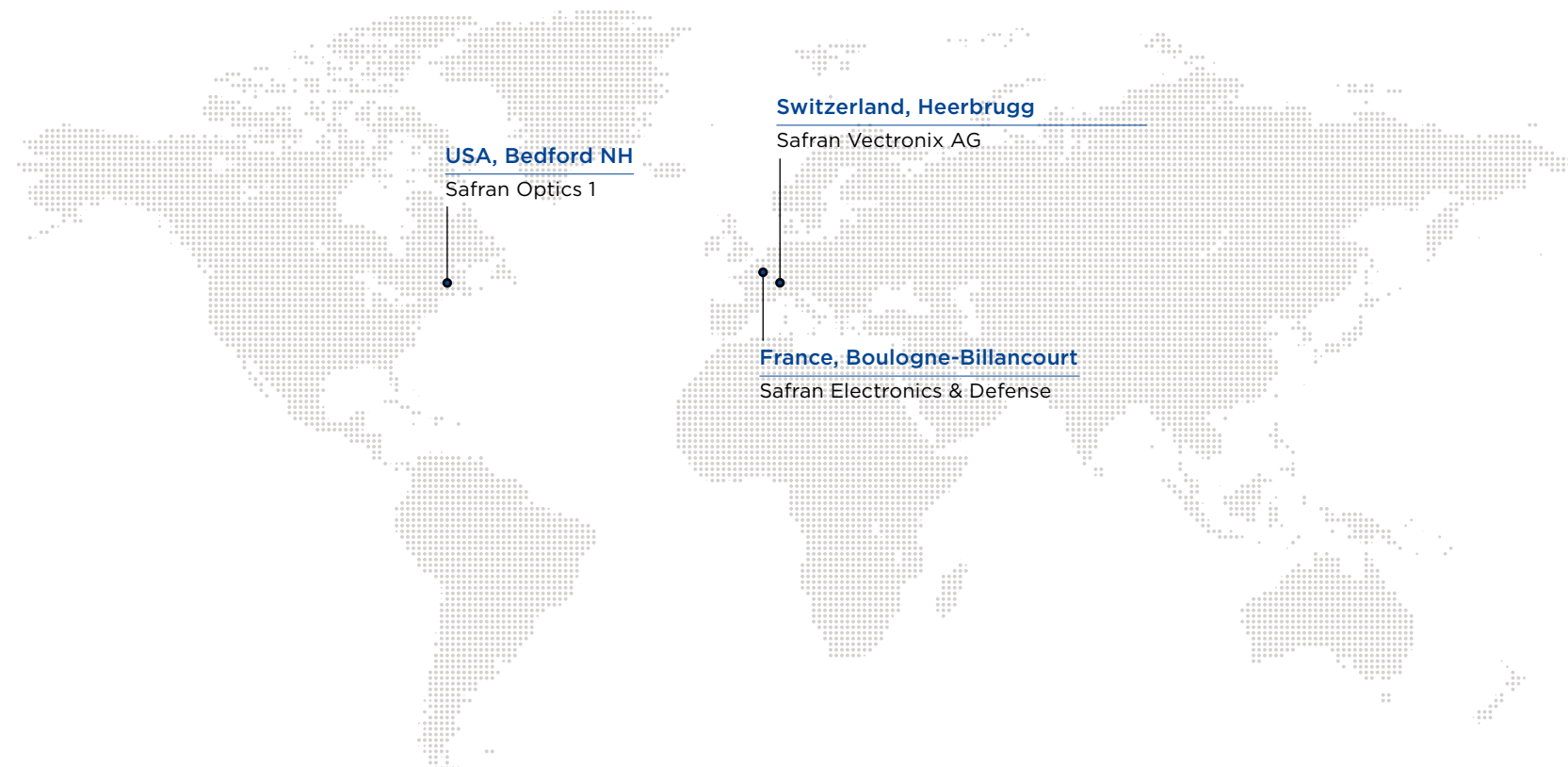
132 in 2017

Training days & field demonstrations

+250

Upgrades performed in 2017

RELIABLE PROCESS



SERVICE HOTLINE

If you have any other questions or if you would like our assistance in resolving a problem, please do not hesitate to contact us by phone or email. We will reply promptly.

We look forward to hearing from you.
Your Safran Vectronix Team

Complete the RMA
directly online at
www.safran-vectronix.ch

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POWERED BY TRUST

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