



# 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.

[www.spectracomcorp.com](http://www.spectracomcorp.com)

USA | 1565 Jefferson Road, Suite 460 | Rochester, NY 14623 | +1.585.321.5800 | [sales@spectracomcorp.com](mailto:sales@spectracomcorp.com)

FRANCE | 3 Avenue du Canada | 91974 Les Ulis, Cedex | +33 (0)1 64 53 39 80 | [sales@spectracom.fr](mailto:sales@spectracom.fr)

UK | 6A Beechwood | Chineham Park | Basingstoke, Hants, RG24 8WA | +44 (0)1256 303630 | [info@spectracom.co.uk](mailto:info@spectracom.co.uk)

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