

1 Fault Reporting

Fault diagnosis to component level is not possible without the use of specialised test equipment.

The majority of the PCBs are assembled using surface mount techniques.

Service repair is therefore by module (PCB) replacement only.

The module may be covered by the Service Exchange scheme.

1.1 Contact

If a unit exhibits a fault, please contact your supplier or local dealer, or if on International trade, contact:

Litton Marine Systems B.V.	Telephone: +(44) (0) 181 329 2400
SERVICE CONTROL	Or +(44) (0) 181 329 2000
Burlington House	
118 Burlington Road	Fax: +(44) (0) 181 329 2458
New Malden	
Surrey KT3 4NR	Telex: 261545 RACDECCA G
England.	

For general non-urgent enquiries, the following e-mail addresses are also available:

gmk01@nml.litton-marine.com & rjp02@nml.litton-marine.com

It is recommended that any e-mails are sent to both of the above addresses.

1.2 Information Required for Service

Please give the following details when reporting a fault:

1. Name of vessel (Satcom or Fax number if fitted).
2. Equipment type, including prefix and suffix letters.
3. Software status (version number).
4. Next port of call, ETA and ship's agents.
5. Fault description (with as much detail as possible).
6. Contact name.