

Telephonics

Electronic Systems Division Product Support



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Telephonics' commitment to customer satisfaction drives us to provide timely and dependable support wherever and whenever needed throughout the life of our products. Our dedication is proven by our history of providing product support worldwide beyond the initial product fielding. We offer the following broad range of flexible support services to assure that the equipment you purchase from Telephonics delivers maximum operational availability over its total life cycle.

Spares Provisioning

Spare parts are available to support all levels of maintenance as well as your specific maintenance planning needs. Whether you require complete spare systems, selected critical subassemblies or piece parts, Telephonics can tailor an economical spares

provisioning package that suits your maintenance requirements and budget.

Repair and Overhaul

Telephonics operates a full-service repair center for the products and systems we design and manufacture. Our skilled and experienced technicians utilize state-of-the-art manufacturing and test equipment to perform repairs. Our knowledgeable OEM support staff delivers

fast turnaround times, a paramount concern of our customers.

Technical Support

Our technical support staff is available to analyze and address your equipment operation and troubleshooting questions. The insight gained from these exchanges enables our technical specialists to track in-service performance, evaluate trends and propose improvements to your products or identify and recommend further support needs.

Field Support Service

Field support services are provided by highly-trained and experienced field representatives who are fully versed in the installation, operation, alignment and troubleshooting of our equipment. Field service personnel also have direct





access to our professional engineering staff for assistance in identifying problems and recommending solutions.

Training

Telephonics offers comprehensive training courses at either an on-site location or at our own facilities in either formal or informal instructional settings – from operator instruction to piece part repair. We combine classroom theory discussions with practical hands-on experience ensuring that you gain the knowledge to perform operation and maintenance tasks confidently and thoroughly.

Technical Documentation

Telephonics is focused on providing the best support possible for our products.

Technical manuals and publications are ordered by contacting our product service representatives. Additional support documentation requirements can be ordered by our Integrated Logistics Support Services Department (see product line service contact information).

Product Support

Our objective is to work in partnership with you the customer in achieving the lowest possible cost of ownership over the equipment's life. Whether you are looking for an individual spare part or complete OEM management of all logistics support functions, contact us. We will tailor and customize support products that deliver the best value while meeting your demanding requirements.

If you have Telephonics Electronic Systems Division equipment in need of servicing, please contact the appropriate service representative for a Return Material Authorization (RMA) number and applicable shipping instructions.

Product Line Service Contact Information

Integrated Security Systems

MSS

Phone: (631) 549-6158

Fax: (631) 549-6444

Ground Surveillance Radar

ARSS, ATPF

Phone: (631) 549-6158

Fax: (631) 549-6444

Air Traffic Control/Air Defense

AeroTrac®

Phone: (631) 549-6915

Fax: (631) 549-6939

Sky Search-2000M®

Phone: (631) 549-6914

Fax: (631) 549-6939

Microwave Landing and Guidance

TILS, MSBLS, AN/SPN-41

Phone: (631) 755-7726

Fax: (631) 755-7227

Logistics Support Services

Technical Publications, Training, Documentation

Phone: (631) 755-7081

Fax: (631) 755-7227

For further information contact:

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