

Product Support

Telephonics recognizes the need to supply timely and dependable support wherever and whenever needed throughout the life of our products. Our commitment to this principle is proven by our history of supporting products worldwide for decades beyond their initial 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 and your specific maintenance planning requirements. 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 all products and systems we design and manufacture. Repairs are effected by our skilled and experienced technicians utilizing state-of-the-art manufacturing and test equipment. A knowledgeable OEM support staff delivers fast turnaround times, a paramount concern of our customers. Should Aircraft-On-Ground (AOG) situations arise, we can adjust priority status and repairs are expedited to assure the fastest turnaround possible.



Technical Support

Our technical support staff is available to analyze and address your equipment operation and troubleshooting questions. The insight gained from these exchanges enable 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 the equipment. Our field service personnel also have direct access to our professional engineering staff for assistance in identifying problems and recommending solutions.



Training

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

Technical Documentation

Technical manuals and publications are ordered by contacting the appropriate product service representative. For other support documentation requirements, please contact our Integrated Logistics Support Services Department (contact numbers on back page).

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Our objective is to work in partnership with you to achieve 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 value while meeting your demanding requirements.

If you have Telephonics equipment that is 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

IFF Interrogator Systems

AN/APX-103, A, B, C, CP 140, Military and Civil Monopulse Secondary Surveillance Radar

Phone: (631) 755-7108 Fax: (631) 755-7494

Air Traffic Management Systems and Aerospace Electronics

ADP/BTE/STE/MTE-2000, CATCC, AATC, MSBLS, TILS®, AeroTrac®

Phone: (631) 755-7726 Fax: (631) 755-7227

Surveillance Radar

APS-128, APS-143, ARSS-1, CP 140

Phone: (631) 755-7726 Fax: (631) 755-7227

Weather Radar

RDR Radar Product Family

Phone: (877) 517-2327 Fax: (877) 755-7701

Phone: (631) 755-7004 Fax: (631) 755-7227

E-mail: csdprodsupt@telephonics.com

AOG HOTLINE for 24/7 Loaner Service: (631) 755-7400

Logistics Support Services

Technical Publications, Training, Documentation

Phone: (631) 755-7081 Fax: (631) 755-7227

For further information contact:

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