IN AN EMERGENCY, WE’LL BE THERE WHEN AND WHERE YOU NEED US

When an emergency arises, contact Mackay World Service 7 days a week, 24 hours a day from anywhere in the world and we’ll get your electronic maritime equipment up and running. Mackay World Service will confirm that a qualified service technician has been dispatched to your vessel.

Our professional factory-trained service technician will:

- Analyze the situation, using the latest diagnostic equipment and years of maritime equipment experience
- Confirm repair/replacement requirements; obtaining your agreement before starting work
- Make repairs, securing necessary parts from Mackay’s multi-million dollar inventory
- Follow through completion of service, including multiple-port service if required

...and Mackay World Service, with manned coordination centers on 4 continents, will arrange all services from start to finish with just one call.

REDUCE DOWNTIME THROUGH PERIODIC EQUIPMENT SURVEYS

To minimize emergency repairs and equipment failures, Mackay World Service can include your vessels in our “Periodic Equipment Survey” program. Either as a stand-alone inspection or an addition to a scheduled service call, a Mackay Marine Service Technician will assess the state of your on-board communications, navigation, safety/security and anti-pollution electronic equipment. You will be provided with a comprehensive checklist report, detailing equipment that needs attention.

Mackay World Service goes far beyond basic service, to ensure your maritime equipment is fully-functional and conforms to regulatory requirements:

- We identify trouble-prone equipment and suggest repair or replacement options.
- Mackay maintains a database that includes your equipment profile and repair history by fleet, vessel and type of equipment.
- We inform you about regulatory inspections and renew required documentation.
- Mackay is certified to conduct annual GMDSS Shore Based Maintenance (SBM) inspections anywhere in the world.
- Flag and Vessel Name Change Coordination Service.
- Offer “Lump Sum Annuals” Service Packages - Anytime, Any Mackay Location, Same Cost.

Depend on Mackay World Service as your single point of contact, for quality maritime equipment service. Dedicated to helping you minimize downtime, Mackay World Service is your worldwide, one-call, one-source service solution.

We Keep Professional Mariners on the Move
### CONSOLIDATED REPORTING SYSTEMS KEEP YOU INFORMED

After completion of service and your vessel is on it’s way, **Mackay World Service** provides you with a clearly written summary of work completed and a consolidated billing statement, regardless of where the service was performed.

With your **Mackay World Service** contract, you will receive quarterly and annual reports, detailing all emergency and scheduled equipment service, including fiscally prudent recommendations on whether specific equipment needs repair or replacement. These reports will save you time and money.

## Mackay World Service Sample Reports

<table>
<thead>
<tr>
<th>EquipFamily/ Call ID</th>
<th>Equip ID/ Complete Date/ Cust. ID</th>
<th>Manuf. ID/ Work Order/ Bill to Name</th>
<th>Model ID/ Invoice</th>
<th>Call Type/ Customer PO</th>
<th>Servicing Agent</th>
<th>Problem/ Cause</th>
<th>Resolution</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner: 198760</td>
<td>International Carrier Marine</td>
<td>GPS 0000161800 JRC JLR-7800</td>
<td>VDR-100G2S/ RTM0131790</td>
<td>V103/ 367723</td>
<td>Mackay - New York</td>
<td>Install/ Install</td>
<td>Installed</td>
<td>4,181.67</td>
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<tr>
<td>Owner: 198760</td>
<td>International Carrier Marine</td>
<td>SAV0129477 10/03/18 239224</td>
<td>368608</td>
<td>I / CH12518MAEARN92513LP</td>
<td>Mackay - Savannah</td>
<td>Transmit/ Connectors</td>
<td>Reconnect</td>
<td>13,937.00</td>
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<td>Owner: 198760</td>
<td>International Carrier Marine</td>
<td>SINO121632 01/09/18 239224</td>
<td>508149</td>
<td>R / CON0050.3MAE-ARN1227</td>
<td>Mackay - Singapore</td>
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<tr>
<td>Owner: 198760</td>
<td>International Carrier Marine</td>
<td>SURVEY 0000150561 SURVEY ABS</td>
<td>358851</td>
<td>ISP / CH-11947-MAE-ARN</td>
<td>Mackay - Vancouver</td>
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<td>Survey/ Inspection</td>
<td>Inspect PS</td>
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<tr>
<td>Vessel: V108</td>
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<td>Total for V108 23,009.22</td>
<td>522736</td>
<td>ISP / CH-11947-MAE-ARN</td>
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## Service History by Equipment - Call Details

All ICM Fleets

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<tr>
<th>Model ID/ SvcCall ID</th>
<th>Comp Date</th>
<th>Vessel/ WrkOrdNbr</th>
<th>Owner/ Servicing Agent</th>
<th>Customer/ Technician</th>
<th>Problem/ Cause</th>
<th>Resolution</th>
<th>Amount</th>
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<td>International Carrier Marine</td>
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<td>Manufacturer: RUTTER</td>
<td>VDR-100G2S/ RTM0131790</td>
<td>12/26/18</td>
<td>V103/ 367723</td>
<td>198760/ Mackay - Rotterdam B.V.</td>
<td>ICM / Pronin</td>
<td>Inoperative</td>
<td>EQ Failure</td>
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<td>VDR-100/ RTM0132082</td>
<td>12/31/18</td>
<td>V106/ 367734</td>
<td>198760/ Mackay - Rotterdam B.V.</td>
<td>ICM / Pronin</td>
<td>Software</td>
<td>Inspection</td>
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<td>SVDR-3000/ VAN0132173</td>
<td>11/20/18</td>
<td>V112/ 367868</td>
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<td>ICM / Vanhoucke</td>
<td>APT</td>
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<td>Total for RUTTER</td>
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<td>Report Totals</td>
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</tbody>
</table>

**Mackay World Service** will keep your vessels moving and you informed, whether it involves emergency repair or scheduled maintenance. Call **Mackay World Service** to see how convenient, reliable and professional shipboard service and maintenance can be.

**Mackay World Service** is a division of **Mackay Communications, Inc.**, headquartered in Raleigh, NC. For over 130+ years, Mackay has been serving the professional mariner’s communication, navigation, safety/security and anti-pollution electronic equipment needs. Mackay is one of the largest high seas electronic service companies worldwide, with locations in 40+ major global ports and cooperative service arrangements in over 90 countries.

**Mackay Communications, Inc.** offers a complete line of electronic products and services to worldwide maritime and land-mobile industries. Other services include equipment sales and project integration, service and installation, parts management, traffic accounting, satellite airtime, network engineering and application development.
Mackay World Service coordinates customer service worldwide:

Authorized Service for:
- Anschutz
- Cobham SATCOM
  - SAILOR Cobham
  - Sea Tel Cobham
- Deckel Marine
- Dukane
- Furuno
- Highlander
- Icom
- Intellian
- Interschalt
- JRC
- Jotron
- Kelvin Hughes
- Kvh
- Netwave Marine
- Raytheon
- Rutter
- Saab
- Samsung
- Simrad
- Sperry Marine
- Tokyo Keiki
- Transas
- VAF Instruments
- Yokogawa
- Zenitel

Service available for all brands of equipment, regardless of manufacturer

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spain@mackaymarine.com

Mackay… A Single Point of Contact...International Sales and Service Network:

Mackay…A Single Point of Contact...International Sales and Service Network:

Mackay Marine Office
Service Coordination Centers
Service Agent Network

Authorized Service for:
- Anschutz
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  - SAILOR Cobham
  - Sea Tel Cobham
- Deckel Marine
- Dukane
- Furuno
- Highlander
- Icom
- Intellian
- Interschalt
- JRC
- Jotron
- Kelvin Hughes
- KVH
- Netwave Marine
- Raytheon
- Rutter
- Saab
- Samsung
- Simrad
- Sperry Marine
- Tokyo Keiki
- Transas
- VAF Instruments
- Yokogawa
- Zenitel

Service available for all brands of equipment, regardless of manufacturer

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