

# NDB Systems for the Offshore Market

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# **Corporate History**

- Design, manufacture, sales and support of Navigational products
   AM and FM broadcast transmitters Industrial RF & Communications products Sonar
- Established in 1969 (50<sup>th</sup> anniversary in 2019!)
- Products installed in over 177 countries
- Exceptional field reputation for reliable products
- Dedicated, long-term staff
- Quality Management System audited by Bureau Veritas and registered/certified to ISO 9001:2015.



# 50 Year History of Innovation

NX Series 5-10 kW AM - 2015 GV Series 3.5-80 kW FM 2014 NT Series Digital TV Transmitters - 2013 NV<sup>LT</sup> Series Analog FM - 2012 NS Series LF High Power Amplifier – 2010 NG Series Weather Radio – 2010

NX Series MW 25-50 kW - 2008 NV Series High Power FM - 2008 eLORAN technology - 2008 HD Power Boost technology - 2008

VS Series Low Power FM - 2009

Vector NDB/DGPS series with Patented Antenna Current Stabilisation – 2005 Adaptive Pre-Correction – 2005 NX Series High Power MW - 2007 WEB based remote control - 2007

Space Propulsion applications - 2007

HD Radio FM Transmitters Direct-to-Channel Digital FM Exciter – 2004 Reliable HD Radio Transport
Protocol for FM Digital Broadcast– 2006
NX Link – TCP/IP Based Control - 2006

DRM 200 kW, MW transmitter on-air in Europe - 2003

2002 - DRM and IBOC Digital Compatible AM Transmitters
2000 - Nautel launches 20 kW and 40 kW FM Transmitters
1994-1996 - Nautel launches super efficient 12 kW - 60 kW FM Transmitters
1993 - Nautel launches first 10 kW FM Transmitter
1990 - Nautel launches first solid state 100 kW & 200 kW AM Transmitters
1982 - Nautel launches first solid state 10 kW & 50 kW AM Transmitters
1974 - Nautel launches first solid state 2 kW AM Transmitter

1969 1974 – Nautel launches first solid state 2 kW AM Transmitter

Dennis Covill 1970 – Nautel introduced first solid state Radio Beacon Transmitter

Founds Nautel



## **Product Lines**

- MF AM radio broadcast transmitters (both analog and digital)
- VHF FM radio broadcast transmitters (both analog and digital)
- LF/MF Navigational non-directional radio beacon (NDB) transmitter systems
- LF/MF Differential Global Positioning System (DGPS) transmitters
- MF NAVTEX transmitter systems
- HF amplifiers and tuning/matching networks for industrial applications and plasma rocket engines
- Next Generation eLORAN (Long Range Navigation) transmitters
- LF/VLF communications transmitters
- VHF FM weather radio transmitters
- LF Sonar amplifiers



# Worldwide Navigation Customers

FAA

**USCG** 

**USAF** 

**US FHWA** 

**CCG** 

**NAV Canada** 

AirServices Australia



World Wide Civil Aviation Authorities

**ONGC** 

Shell

**INFRAERO** 

**SAIPEM** 

**ICAO** 

**Worldwide Offshore Systems Integrators** 



# Design Capabilities

- Multidisciplinary Research & Development team of over 40 technical staff
- In-house design skills:
  - Solid state amplifier design from 100 kHz to 200 MHz
  - Antenna Design and Computer Simulation
  - Analog and Digital Communications theory
  - RF matching, combining and filtering at high power and high voltages
  - RF Magnetics
  - Power Supplies
  - Digital Hardware Design
  - Digital Signal Processing
  - Data Communications Systems
  - Networking and TCP development



## **Facilities**





#### **Nautel Limited**

Nova Scotia, Canada:

- Headquarters
- Design, Production
- + 70,000 sq. ft.



Nautel C-Tech Ontario, Canada:

- Sonar products
- Design, Production

**Nautel Maine, Inc.** 

Maine, USA:

- Production
- + 36,000 sq. ft.

Additional Parts Depots - Memphis, TN USA & Cranleigh, Surrey UK Customer Service Center – Quincy, IL USA



# **Production Capabilities**



Computerised Fabrication Shop



Final Assembly



PWB Assembly



Final Production Test



Light Assembly



Packing and Shipment



# **Quality Manufacturing**

- Quality Management System registered/certified to the ISO9001:2015 international quality standard
- products built to stringent quality standards with industry leading features, performance, and reliability
- products are the result of the pride and craftsmanship of dedicated professionals
- each product is assembled by a team of individual people no assembly robots or fabrication lines
- production staff with an average of 15 years experience
- Nautel controls every aspect of production from workmanship to electrical components to sheet metal fabrication



## **Product Families**

**AM** 

















**NX100 to 2 MW** 

FM







**NVLT Series** 



**GV Series** 

**Navigation** 















Vector Series NDB/DGPS/Navtex NDB/DGPS/Navtex Antenna Tuning Units NL Series Next Generation Loran

LF Antennas

Industrial RF



**HF Amplifier** 



**LF/VLF Comms** 



**NG Series Weather Radio Transmitters** 

**SONAR** 



**NS Series LF High Power Amplifier** 

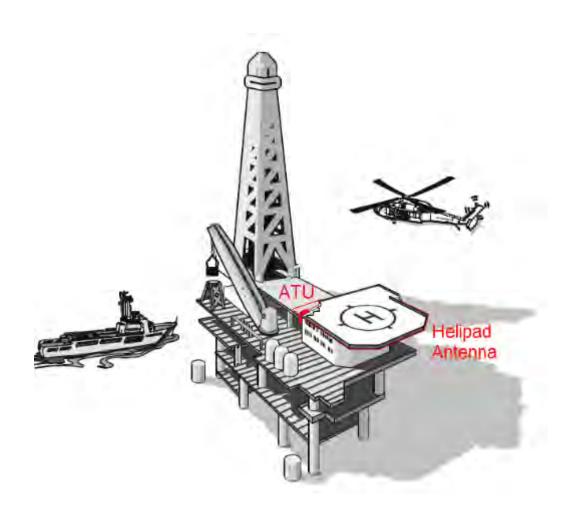


## Non-Directional Radiobeacon Transmitters:

- Operate in Medium Wave frequency band between 190-1250 kHz and 1600-1800 kHz
- AM transmission of platform/vessel identification via keyed Morse code
- Operate into physically short antenna
- Need to be highly reliable and require minimal maintenance



- Used to guide helicopters to offshore platforms and vessels
- Helipad antenna provides reasonably efficient radiation, with no vertical obstruction

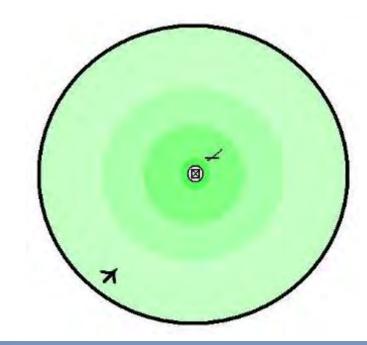




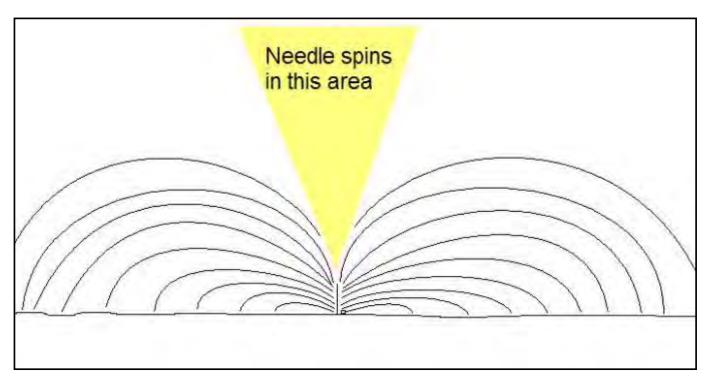
#### **ADF Receiver:**

- Located in helicopter, consisting of simple frequency selectable receiver, indicator, and rotating antenna
- Acts as a field strength meter, with a direction finding needle
- Needle points toward strongest indicated source of selected frequency, based on antenna position
- As the helicopter approaches the NDB, the signal strength increases and the needle indicates the direction of the platform or vessel





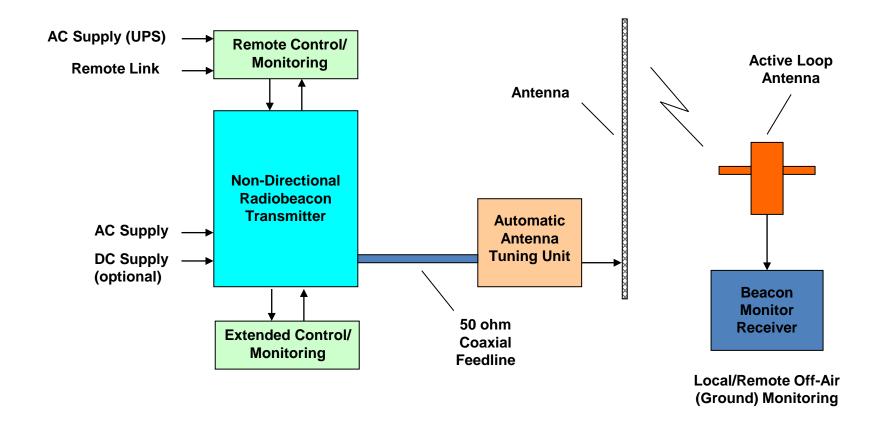




- In almost all cases, radiation is omnidirectional
- Structures can cause reflections and false readings on cockpit instruments



#### TYPICAL NDB SYSTEM





# Offshore NDB System Components

**VR125** 



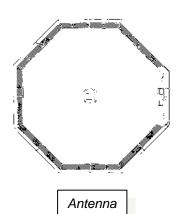
125 W NDB Transmitter

ATU500SROS



Antenna Tuning Unit

#### **CL-HD**



**VR-Link2 with ECMP3** 



Remote Control/Monitor with Extended Control/Monitor Panel

NRB4



Beacon Monitor Receiver

#### NLA/2



Active Receiving Loop Antenna

# **Product Application**

## **VR125 (NDB Transmitter)**

• 125 watt transmitter used to guide helicopters to offshore oil drilling platforms or vessels with a bearing via ADF (compass)

## **ATU500SROS (Automatic Antenna Tuning Unit)**

antenna tuning unit used to match the 50 ohm output impedance of the transmitter to the impedance of the antenna system (typically a lower resistance and some value of capacitance base on the geometry of the antenna)

#### **Antenna**

• used to radiate the required signal and may be either a whip antenna or Helideck antenna configuration



# **Product Application**

## **ECMP3 (Extended Control/Monitoring Panel)**

 used to provide extended remote control and monitoring of the NDB system with connection to the transmitter via parallel wiring

## **VR-Link2** (Remote Control/Monitoring Unit)

used to provide remote control and monitoring of the NDB system, at greater distances than that provided by the ECMP3, via a hosted web page and via ECMP3 over serial connection

## NRB4 (Beacon Monitor Receiver)

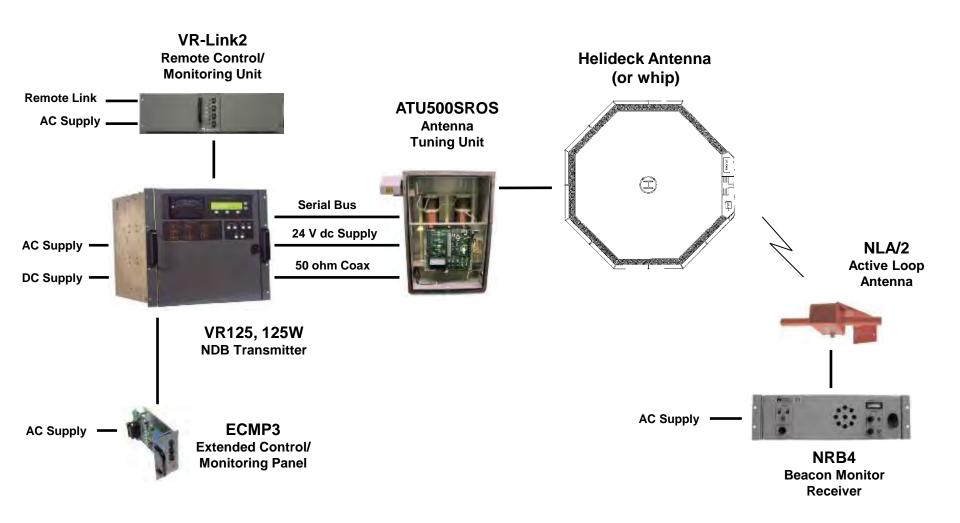
 used to provide "off-air" monitoring of the NDB system by receiving and monitoring key parameters of the transmitted signal

## **NLA/2 (Active Receiving Loop Antenna)**

 use in conjunction with the NRB4 to receive and monitor the "offair" signal from the NDB system



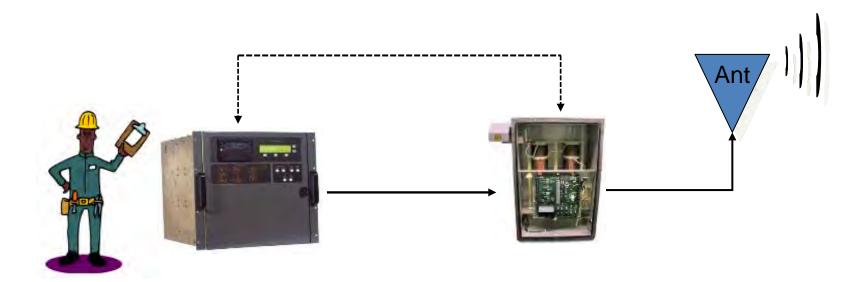
# 125 Watt Offshore NDB System





# Vector System

## **Vector Remote Control and Monitoring**

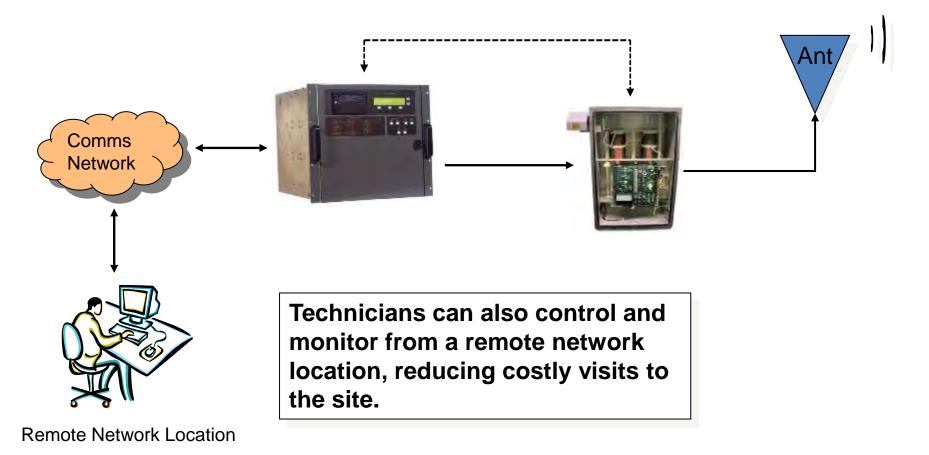


Serial interface bus allows a technician to control and monitor the ATU from the transmitter, where the RF field is well below unsafe levels.



# Vector System

## **Vector Remote Control and Monitoring**





## **VR125 NDB Transmitters**

- Built in Diagnostics allows the user to easily identify fault to Lowest Repairable Unit locally or remotely
- Non operational side can be tested locally or remotely without need for dummy load while main side remains on air
- Available in Single and Dual Configurations
- Remote control and monitor of the ATU limits worker exposure to strong RF fields
- Enhanced Remote Control/Monitor to extended and remote control/monitoring locations



# VR125 (125 W) NDB Transmitter

### **Exciter/Monitor**

- Available with Single or Dual Direct Digital Synthesizer, LVPS, modulator driver, keyer, monitor
- · Analog and digital metering
- Remote Interface with several standard and optional configurations
- Simple LCD graphical user interface



## 125 W RF Power System

- Available with Dual or Single Highly efficient power modules containing PAs, modulators, SMPS
- Frequency agile harmonic filter

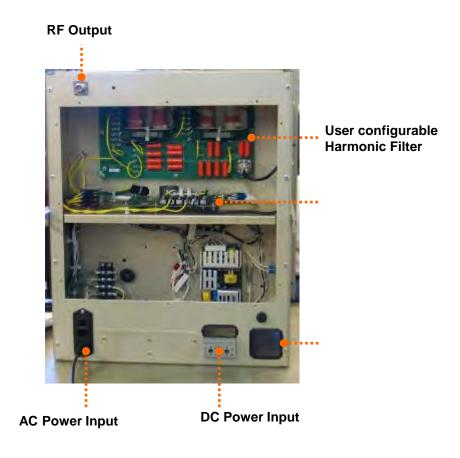
## **Back-up DC Supply Option**

- +24 V dc or + 48 V dc Input is optional with reverse polarity protection and low voltage disconnect
- External +24 V dc or + 48 V dc Battery charger available



## VR125 Front and Rear View





# VR125 Graphical User Interface and Display

#### **Analog Meter**

User configurable display including, but not limited to, any one of any one of the following parameters: Forward Power, Reflected Power, Antenna Current, Modulation Percentage, DC Voltages, DC Current, VSWR, AC Voltage, Transmitter Temperature and PA Volts

#### **System Diagram**

Provides user with local display of the status of the critical blocks within the transmitter



#### **Diagnostic Display**

Allows complete local transmitter and ATU control, status and local/remote health monitoring and provides a 256 event log



## VR125 - 125 W Power Module

Highly Efficient
Pulse Duration Modulator (PDM)

PDM Filter .....

Highly Efficient Class D Power Amplifier

Impedance Matching ......
RF Transformer



#### **Switch Mode Power Supply**

90 V ac to 270 V ac (Vector 125), 47 Hz to 63 Hz without need for adjustment



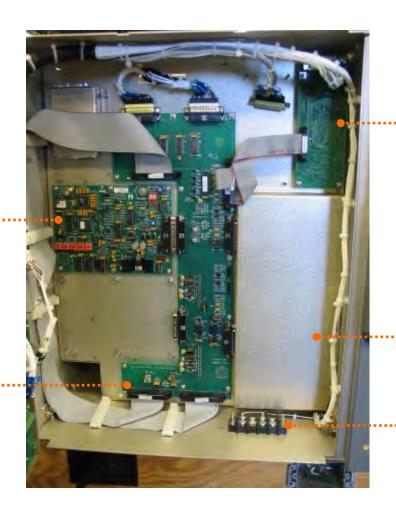
## VR125 Exciter

#### **Direct Digital Synthesizer**

Single channel with 100 Hz steps having a Frequency Stability of ± 0.0003% over full environmental range

#### **Exciter Interface**

Contains circuitry to switch exciters when dual and provides interface between exciter pwbs and the other blocks contained in the transmitter



#### Exciter/Monitor/Generator

Monitors critical ICAO parameters and contains microprocessor controlled keyer for ease of programming of 1,2,3,4,5or 6 Morse letters or numbers, Frame lengths of 4 to 20 seconds, Sequence repetitions, standby codes and Keyed Tone Frequencies of 400 Hz or 1,020 Hz ±5%

#### **Modulator Driver Pwb**

Creates the low level drive signal for the Pulse Duration Modulator which includes line voltage compensation

+24 VDC Supply Output for ATU



## VR125 Control/Monitor

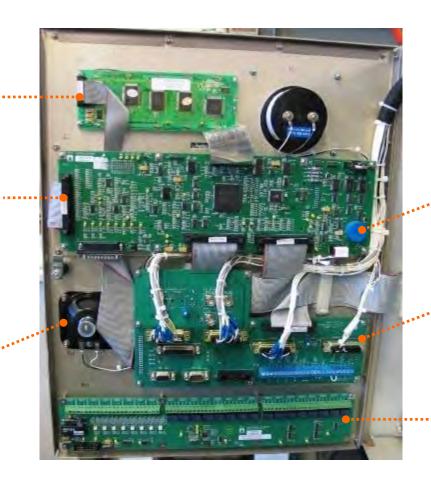
#### **Liquid Crystal Display**

#### Control/Display Pwb

Performs most of the operations associated with control, monitor, protection and display for the transmitter. It is essentially the "brain" for the Vector.

#### **Speaker**

Allows user to audibly monitor the Identification Code



#### **Sonalert**

Provides user capability to configure alarms to be audible

#### Remote Interface

Contains user interface connections for ATU Control/Monitor and Remote Control/Monitor

#### Site Control/Monitor

Contains 16 optically isolated monitor inputs and 16 form C contact relay closure control points to allow the Vector local or remote control/monitor to control/monitor other equipment at the site



# Carrier Frequency and Emission Modes

- Standard NDB carrier frequency band (190 kHz 535 kHz) or Extended band (536 kHz – 1250 kHz and 1600 kHz - 1800 kHz) for VR125
- NON (CW no modulation)
- A2A (MCW double sideband keyed tone)
- A2A & A3E (Simultaneous AM double sideband telephony and MCW double sideband keyed tone)



## Monitor Failure Thresholds

Adjustable threshold normally set so that changeover can occur if:

- Carrier power reduces more than 3 dB
- Carrier power increases more than 2 dB
- Modulation level reduces more than 4 dB
- Incorrect or no identification code



## Harmonics, Hum & Noise, Distortion

- Harmonic Levels not exceeding -70 dB relative to carrier when used in conjunction with an ATU500SR into a standard antenna load
- Hum and Noise not exceeding -50 dB relative to 1,020 Hz at a modulation level of 95%
- Audio Distortion Less than 3% at 95% modulation



# Reliability & Repair Time

## MTBF Transmitter

 Greater than or equal to 12,590 hours for single and 17,640 hours for dual using MIL\_HDBK 217E calculation methods

## MTTR Transmitter

Less than or equal to ½ hour at PWB/module level



## **Environmental**

## **Environmental Limits**

Operating: -30°C to +55 °C

0% to 95% relative humidity

Storage: -30°C to +70 °C

0% to 95% relative humidity

## **Climate**

Any including tropical

## <u>Altitude</u>

Up to 3, 048 m (10, 000 ft)



## **Input Power Requirements**

## **VR125**

Single phase 90 V ac to 270 V ac, 50/60 Hz, 500 VA maximum; 24 V dc @ 12.6A max or 48 V dc @ 6.3A max



# Compliances

- Designed with intent to comply with Safety Code 6, IEEE C95.1-1999
- Industry Canada RSS-117
- ICAO Annex 10, Volume 1, Part 1, Section 3.4
- R&TTE 1999/5/EC
- ISTA Procedure 1A/1B
- Compliance with EN60215:1996 safety requirements for radio transmitting equipment
- Green Passport requirements
- ANATEL
- SIRIM
- FCC



# Warranty

## **Standard Warranty**

36 months from date of shipment

## **Extended Warranty**

available option



# **Options**

- Dual operation
- + 48 V dc back-up operation
- + 24 V dc back-up operation
- External Battery charger
- Extended warranty
- Extended frequency band (536 kHz 1250 kHz and 1600 kHz 1800 kHz)
- Extended and/or remote control/monitoring
- CSA Special Inspection
- 19 inch deluxe [185.9 cm H (73.2 in) and 104 cm H (40.9 in) available] or IP66 Cabinet



# ATU500SROS Antenna Tuning Unit

#### ATU500SROS

Adjustable Spark Gap with intrinsic static drain

Servo Controlled and
Automatic Fine Tuned
Astatic pair of Loading coils
which can be connected in
series or parallel for
maximum agility

125 W Antenna Tuning Unit

IP66 rated enclosure manufactured from Marine Grade Aluminum with protective finish suitable for global environments

Bandwidth Optimization to minimize VSWR, sideband attenuation and distortion as compromise between bandwidth and range



### ATU500SROS Features

#### Remote Control/Monitor

 May be controlled and monitored at the VR125 transmitter and remotely via the VR-Link2 remote control/monitor unit

#### **Bandwidth Limitation Solution**

- Selectable series resistance
- Optimize range/bandwidth
- Minimize VSWR, sideband attenuation and distortion



# ATU500SROS Specifications

#### **Technical Specifications:**

Maximum Carrier Power: 200 Watts

Maximum Peak Envelope Power: 500 Watts

Carrier Frequency Range: 190 kHz to 1800 kHz

Input Impedance: 50 ohms, nominal

Antenna Capacitance: 125 pF to 3,000 pF (with optional loading coil set)

Antenna System Resistance: 2 to 60 ohms

Automatic Tuning Range: ±5% antenna capacity variation

Maximum Series Loss Resistance: Not greater than 1/200 x antenna reactance



# ATU500SROS Specifications

#### **Technical Specifications:**

Maximum VSWR after Fixed Resistive Match and Auto Reactive Tune: <1.25:1 at carrier frequency

Power Requirements: 24 V dc ±5% at 1 A dc (supplied by VR125 transmitter)

Environmental Limits: (Operating) -50°C to +55°C, 0% to 100% relative humidity

Cooling and Heat Flushing: Cooled by radiation from the sealed enclosure

Metering: Forward power, Reflected power, Antenna current

Options: Sunshield



# ATU500SROS Reliability & Repair Time

#### MTBF ATU500SROS

Greater than or equal to 99,844 hours using MIL\_HDBK 217E calculation methods

#### MTTR ATU500SROS

Less than or equal to ½ hour at PWB/module level



# **Extended & Remote Control/Monitoring**

#### **VR-Link2 with ECMP3**





Remote Control/Monitor with Extended Control/Monitor Panel

#### ECMP3



Extended Control/Monitor Panel

#### NRB4



Beacon Monitor Receiver

#### NLA/2



Receiving Loop Antenna



### ECMP3 – Extended Control/Monitor



- Extended control and monitor functions within a maximum distance of 152 m (500 ft) from the VR125 NDB transmitter.
- 7 visual system indicators (LEDs) and indicator Test switch. LED brightness is adjustable to one of three levels.
- 2 switches for remote command and 1 user configurable spare command switch.
- User configured and enabled timer and audible alarm.
- User configurable to remotely control/monitor any of the Vector System's remote control/monitor points.
- Site Interface PWB for VR125 transmitter required.



### ECMP3 – Extended Control/Monitor

#### **SONALERT**

The ECMP3 contains a Sonalert, which can be configured to provide an audible indication that a monitor point is asserted.

Each monitor point can be configured to independently activate the Sonalert.

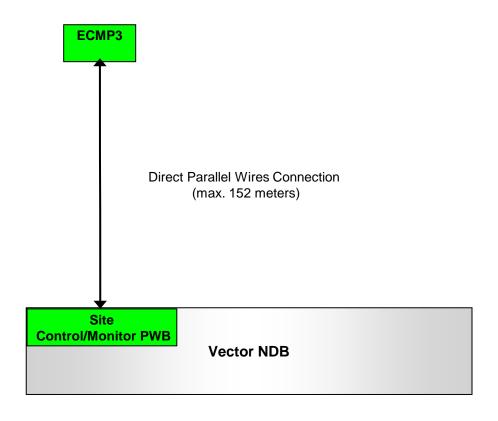
Sonalert volume is adjustable to one of three levels.

The Sonalert may be configured to sound when a monitor point activates or when a monitor point activates or de-activates (alarm occurs or alarm disappears).

The Acknowledge momentary push button switch is used for silencing an audible alarm event.



### VR125 & ECMP3 Interconnection





### VR125 RCMS via VR-Link2



- Economical means of remote control/monitor of one VR125 NDB system.
- Standard VR-Link2 connections to the NDB include RS232, RS422.
- Complete control/monitor of the NDB transmitter and ATU using a text based display via hosted web page.
- ECMP3 (Extended Control/Monitor Panel) can be integrated into VR-Link2 or a total of 3 ECMP3's can be connected externally to the VR-Link2 via RS-485 serial communication.



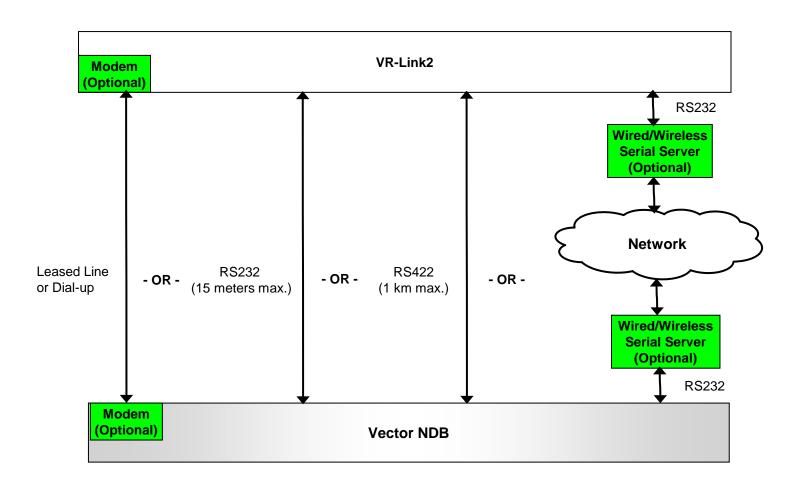
### VR-Link2 - Web Based RCMS

- Web based remote monitoring and control of NDB system
- Remote access to alarm/information logs



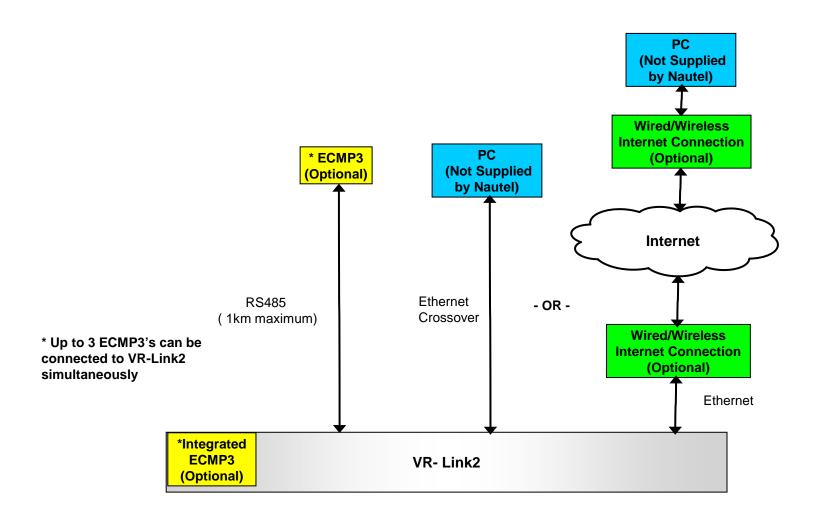


### VR125 & VR-Link2 Interconnection



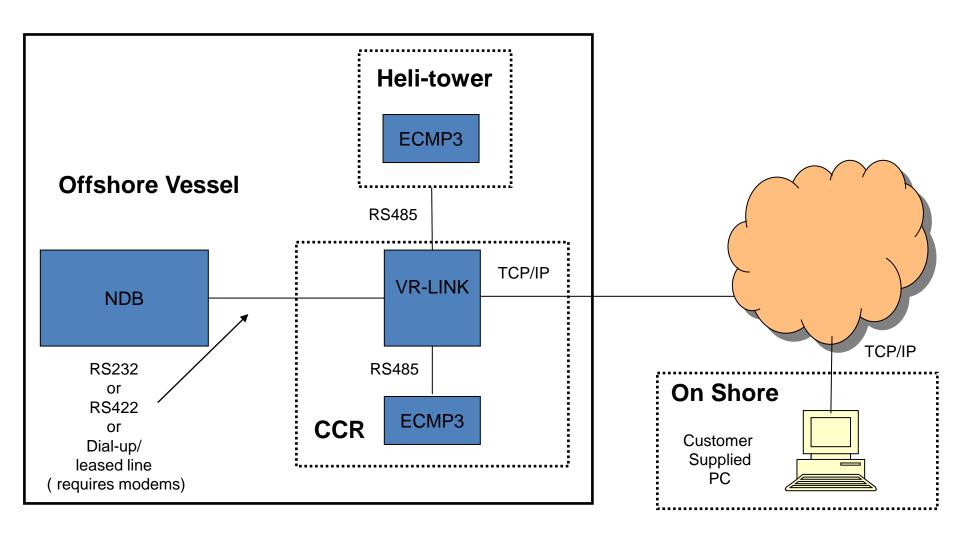


### VR125 RCMS via VR-Link2





# Typical Offshore RCMS Configuration





# NDB Site Remote Control/Monitoring

#### Site Control/Monitor PWB (optional)

- Provides site control and status monitoring capability at the NDB site and via the Remote Control/Monitor system, if connected to the NDB
- 16 optically isolated inputs
- 16 form C relay contact outputs
- Can be used to control and monitor the status of ancillary equipment located at the NDB site



### NRB4 & NLA/2 "OFF AIR" Monitor

#### NRB4



Beacon Monitor Receiver

#### NLA/2





### NRB4 & NLA/2 "OFF AIR" Monitor

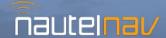
#### **NRB4** Beacon Monitor Receiver



#### Monitors:

- Presence of Carrier
- Presence of Keyed Tone

Provides visible alarm if either carrier or modulation fall below thresholds.



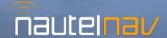
### NRB4 & NLA/2 "OFF AIR" Monitor

#### **NRB4** Beacon Monitor Receiver



#### Provides:

- Transformer coupled audio output sample
- Contact closures for external carrier or mod fail alarms these can be used to activate user supplied audible alarm if required



### NRB4 & NLA/2 Features

### Precise and Frequency Agile

- Direct Digital Synthesizer
- No additional parts required for change of frequency
- Excellent selectivity defined by stable IF crystal filter

### Off-Air Monitoring of FAA and ICAO requirements

- Adjustable thresholds and Time delays for reduction in carrier power, reduction in modulation depth and loss of keying
- Local and Remote Audio Monitoring
- Calibrated Carrier Level Meter



# Offshore NDB Antennas

Product	Antenna Type
Whip Antennas	8 m (26 ft.) - 10.7 m (35 ft.)
Nautel CL-HD	Helideck Longwire antenna

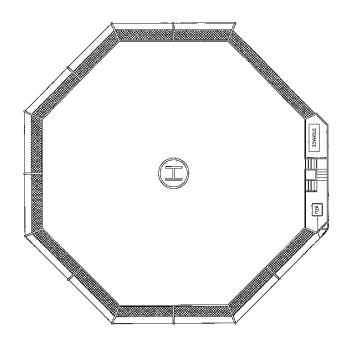


# Whip Antennas

- 8 m (26 ft.) 10.7 m (35 ft.) high
- Low Cost
- Frequency Agile
- Narrow Band can result in problems due to sideband attenuation and VSWR related issues
- Inefficient Radiator



### **CL-HD Helideck Antenna**



- Designed to suit a variety of Helideck configurations
- Designed for Compliance to CAP437
- Frequency Agile
- Approx. 7.54 pF/m (2.3 pF/ft)
- Sold to suit Helideck configuration

## Whip Antenna Performance

35 ft.(10.7m) whip antenna, 130 pF Transmitter RF Power: 125 watts

ATU: ATU500SROS

Required Signal Strength: 70 uV/m Conductivity over Saltwater: 5 mS/m

Physical Height at base of antenna above Sea Water	Range Estimate and Bandwidth @ 200 kHz	Range Estimate and Bandwidth @ 250 kHz	Range Estimate and Bandwidth @ 300 kHz	Range Estimate and Bandwidth @ 400 kHz	Range Estimate and Bandwidth @ 500 kHz
65 ft. (19.8 m)	N/A	220 km BW - 870 Hz	260 km BW - 1080 Hz	320 km BW - 1550 Hz	380 km BW - 2180 Hz
100 ft. (30.5 m)	N/A	280 km BW - 900 Hz	320 km BW - 1140 Hz	380 km BW - 1750 Hz	420 km BW - 2650 Hz
130 ft. (39.6m)	N/A	320 km BW - 940 Hz	380 km BW - 1210 Hz	420 km BW - 1970 Hz	460 km BW - 3190 Hz
160 ft. (48.8 m)	N/A	340 km BW - 980 Hz	400 km BW - 1290 Hz	440 km BW - 2240 Hz	480 km BW - 3840 Hz



### CL-HD Helideck Antenna Performance

CL-HD: 100 - 300 ft (30.5 - 91.5 m), 2.3 pF/ft, 200 ft (61 m) used for estimate

Transmitter RF Power: 125 watts

ATU: ATU500SROS

Required Signal Strength: 70 uv/m Conductivity over Saltwater: 5 mS/m

Physical Height at base of antenna above Sea Water	Range Estimate and	Range Estimate and	Range Estimate	Range Estimate	Range Estimate
	Bandwidth @ 200	Bandwidth @ 250	and Bandwidth @	and Bandwidth @	and Bandwidth @
	kHz	kHz	300 kHz	400 kHz	500 kHz
65 ft. (19.8 m)	240 km	300 km	340 km	380 km	440 km
	BW - 720 Hz	BW - 940 Hz	BW - 1210 Hz	BW - 1910 Hz	BW - 2990 Hz
100 ft. (30.5 m)	320 km	380 km	400 km	440 km	460 km
	BW - 760 Hz	BW - 1040 Hz	BW - 1410 Hz	BW - 2570 Hz	BW - 4590 Hz
130 ft. (39.6m)	380 km	420 km	460 km	480 km	480 km
	BW - 810 Hz	BW - 1160 Hz	BW - 1660 Hz	BW - 3350 Hz	BW - 6500 Hz
160 ft. (48.8 m)	400 km	460 km	480 km	500 km	500 km
	BW - 870 Hz	BW - 1310 Hz	BW - 1970 Hz	BW - 4330 Hz	BW - 8910 Hz

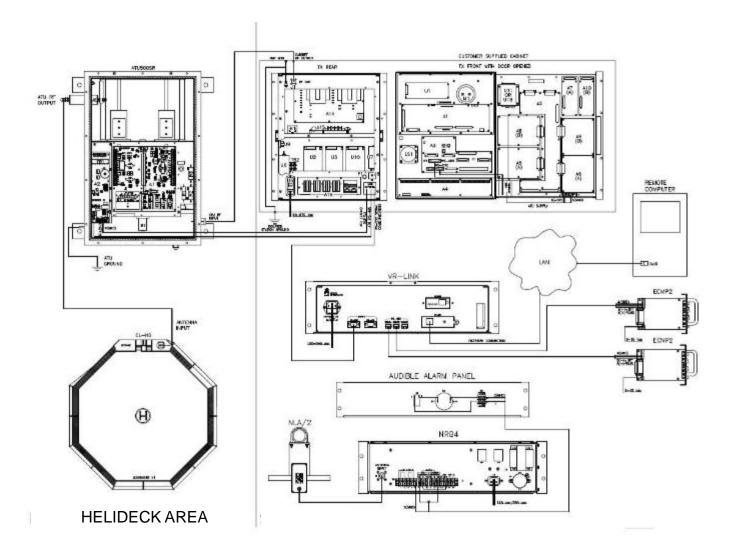


### **Antenna Performance Notes**

- The minimum bandwidth required for 400 Hz modulation should be in excess of 800 Hz and for 1020 Hz modulation should be in excess of 2040 Hz.
- Modulating tone which exceeds the bandwidth will result in significant sideband attenuation, inability to achieve 95% modulation and VSWR at the transmitter.
- The addition of series resistance, available as standard in the ATU500SROS, can be used as a trade off between bandwidth and range if necessary
- The ATU500SROS will not tune most whip antennas below 250 kHz due to the low capacitance of the antenna.
- Increased length of radiating wire will increase the bandwidth and range. Decreased length of radiating wire will reduce the bandwidth and range. It is always best to install as close to the maximum supplied length of radiating wire (300 ft./91.5m) as possible. The minimum recommended length for the radiating wire of the CL-HD is 100 ft.(30.5 m).



# Offshore NDB System Interconnection Diagram





# Key NDB System Configuration Parameters

- Carrier frequency (kHz)
- Modulation frequency (400 Hz or 1020 Hz)
- Identification (Morse) Code
- Maximum carrier power (125 Watts typical for offshore applications)
- Transmitter configuration (single or dual)
- Transmitter enclosure requirement (customer cabinet, deluxe cabinet, or IP66 enclosure)
- DC operation requirement (DC or battery back-up)
- Remote control/monitoring requirement (number of locations and distances to the NDB)
- Off-air reception and monitoring requirement (NRB4 Receiver + NLA/2 Loop Antenna)
- Antenna style (whip or Helideck)



### Other Considerations

- Training
  - Nautel factory
  - Nautel representative/distributor premises
  - end user premises
- Installation Supervision
  - end user technical staff
  - Nautel representative/distributor technical staff
  - Nautel technical staff
- Commissioning and Site Acceptance
  - end user technical staff
  - Nautel representative/distributor technical staff
  - Nautel technical staff
- Extended warranty (available in yearly increments after initial 36 month warranty)



# Customer Service & Training

- Emergency technical support is available 24 hours a day, 7 days a week and is provided by Nautel Customer Service technical staff
- Facilities house a full inventory of parts, modules, and subassemblies to support customer's maintenance needs
- Nautel's first priority is getting customers back on the air, even if the model in question was shipped in 1970
- Installation Supervision and Commissioning Services are available
- RF Basics, System Specific Training and Certified Installer/Maintainer programs, comprised of classroom as well as hands-on practical instruction, are available from Nautel



# Nautel User's Group

### Membership includes:

- Online access to Nautel's NUG website
  - Technical FAQs
  - Technical manuals
  - Information sheets
  - Field upgrade documents



### **Contacts**

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# Thank You

