

# Mackay World Service

World Serv

Centralized Service



Consolidated Reports & MyMackayOnline

24/7 Quality Service on Demand



Marine Electronics &  
Satellite Communications

[www.mackaymarine.com](http://www.mackaymarine.com)

# Worldwide Maritime Service

**A single point of contact from port to port . . . Mackay World Service**



## 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, our team is available 24/7.

## 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.

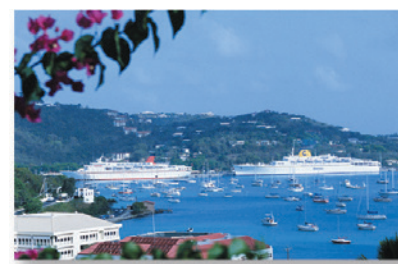
**Mackay World Service** goes far beyond basic service, to ensure your maritime equipment is fully-functional and conforms to regulatory requirements:

- We identify trouble-prone equipment and suggest repair or replacement options.
- Mackay maintains a database of your equipment portfolio and repair history by fleet, vessel and type of equipment. Equipment lists are reviewed & updated onboard each visit. All details are made available via **MyMackayOnline** customer portal.
- 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.
- Vessel Flag & Name-Change Coordination Service.
- Offer "Lump Sum Annuals" Service Packages – Anytime, Any Mackay Location, Same Cost.
- Robust customer portal: **MyMackayOnline** allows for scheduling Service Requests, review service history, access billing, update equipment, run reports, and more.

*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**



## SERVICE DETAIL & 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.**

Comprehensive Service Detail, Reports & History, Fleet Equipment Portfolio, regulatory notices, consolidated billing, etc. are accessible on **MyMackayOnline**, customer portal.

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

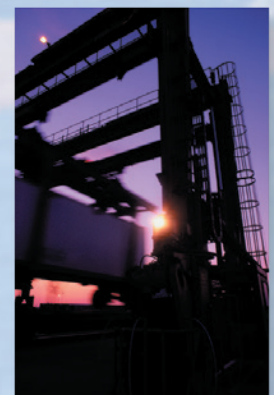
Mackay - Consolidated Service History by Vessel - Call Details								
International Carrier Marine								
Periods: 01-2020 Through 12-2020								
EquipFamily/ Call ID	Equip ID/ Complete Date/ Cust. ID	Manuf. ID/ Work Order/ Bill to Name	Model ID/ Invoice	Call Type/ Customer PO	Servicing Agent	Problem/ Cause	Resolution	Amount
Owner:	198760	International Carrier Marine						
Vessel:	V108			Ship Manager: ICM				
GPS	0000161800	JRC	JLR-7800					
NYC0126424	06/04/20 239224	364763 ICM	517696	I / CH1272MAEARN52913LP	Mackay - New York	Install/ Install	Installed	4,181.67
HF	0000155055	FURUNO	FS1575					
NYC0129476	09/24/20 239224	368455 ICM	525384	R / CH123371MAEARN91613	Mackay - New York	Output/ Components	Part	2,189.30
SAV0129477	10/03/20 239224	368608 ICM	526656	I / CH12518MAEARN92513LP	Mackay - Savannah			3,937.00
SIN0121632	01/09/20 239224	WO1156 ICM	508149	R / CON9050.3MAE-ARN1227	Mackay - Singapore	Transmit/ Connectors	Reconnect	1,131.50
SURVEY	0000150561	SURVEY	ABS					
VAN0128026	08/05/20 239224	358851 ICM	522736	ISP / CH-11947-MAE-ARN	Mackay - Vancouver	Survey/ Inspection	Inspect PS	1,569.75
<b>Total for V108</b>								<b>13,009.22</b>

Service History by Equipment - Call Details								
All ICM Fleets								
Period: 10-2020 through 12-2020								
Model ID/ SvcCall ID	Comp Date	Vessel/ WrkOrdNbr	Owner/ Servicing Agent	Customer/ Technician	Problem	Cause	Resolution	Amount
Owner:	198760	International Carrier Marine						
Manufacturer:		NETWAVE						
NW6000/ RTM0131790	12/26/20	V103/ 367723	198760/ Mackay - Rotterdam B.V.	ICM / Pronin	Inoperative	EQ Failure	Part	5,090.40
NW4000/ RTM0132082	12/31/20	V106/ 367734	198760/ Mackay - Rotterdam B.V.	ICM / Pronin	Software	Inspection	Inspect PS	1,370.05
<b>Total for NETWAVE</b>								<b>6,460.45</b>
Manufacturer:		SAMSUNG						
SVDR-3000/ VAN0132173	11/20/20	V112/ 367868	198760/ Mackay - Vancouver	ICM / Vanhoucke	APT	Inspection	Inspect PS	1,455.00
<b>Total for SAMSUNG</b>								<b>1,455.00</b>
<b>Report Totals</b>								<b>\$7915.45</b>

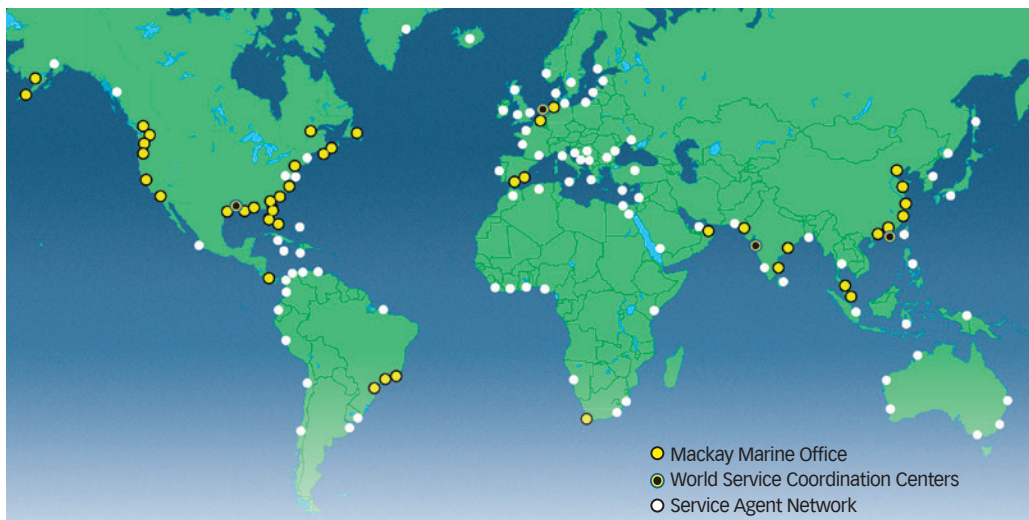
**Mackay World Service** will keep your vessels moving and you informed, whether it involves emergency repair or scheduled maintenance. Call **Mackay World Service** to see how convenient, reliable and professional shipboard service and maintenance can be.

**Mackay World Service** is a division of **Mackay Communications, Inc.**, headquartered in Raleigh, NC. For over 135+ 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 48+ 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:*



● Mackay Marine Office  
 ● World Service Coordination Centers  
 ○ Service Agent Network

## Classification Societies:



## Authorized Service for:

- |                  |                  |                          |                                 |                    |
|------------------|------------------|--------------------------|---------------------------------|--------------------|
| • Anschutz       | • Deckma Hamburg | • Intellian              | • Magnetic Compass (ALL Makers) | • Simrad           |
| • Cobham SATCOM  | • Dukane         | • Interschalt/MacGregor  | • Netwave (Orolia Maritime)     | • TOKYO KEIKI      |
| – SAILOR Cobham  | • Fuji Electric  | • JRC                    | • Raytheon                      | • TRANSAS/Wartsila |
| – Sea Tel Cobham | • Furuno         | • Jotron                 | • Rutter (Orolia Maritime)      | • VAF Instruments  |
| • Consilium      | • Highlander     | • Kelvin Hughes/Hensoldt | • Saab                          | • Yokogawa         |
| • Danelec Marine | • Icom           | • KVH                    | • Samsung                       | • Zenitel          |

*Service available for all brands of equipment, regardless of manufacturer*

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

### Mackay World Service Available 24/7

**Global Service Coordination Centers:**  
 Houston, TX, Rotterdam, NL,  
 Mumbai, IN & Hong Kong  
 U.S. Toll Free: +1 888 361 8532  
 International: +1 281 478 6245  
 Fax: +1 212 500 0013  
 service@mackaymarine.com

### Mackay USA

**EAST COAST & FLORIDA**  
 New York / New Jersey  
 +1 732 225 0909  
 newyork@mackaymarine.com

**Norfolk, Virginia**  
 +1 757 548 8900  
 norfolk@mackaymarine.com

**Charleston, South Carolina**  
 +1 843 747 6250  
 charleston@mackaymarine.com

**Savannah, Georgia**  
 +1 912 354 4542  
 savannah@mackaymarine.com

**Jacksonville, Florida**  
 +1 904 880 4633  
 jacksonville@mackaymarine.com

**Miami, Florida**  
 +1 954 431 7223  
 miami@mackaymarine.com

**Tampa, Florida**  
 +1 813 229 0080  
 tampa@mackaymarine.com

**GULF COAST**  
**Mobile, Alabama**  
 +1 504 733 5824  
 mobile@mackaymarine.com

**New Orleans, Louisiana**  
 +1 504 733 5824  
 nola@mackaymarine.com

**Houston, Texas**  
 +1 281 479 1515  
 Fax: +1 212 901 0909  
 houston@mackaymarine.com

**Corpus Christi, Texas**  
 +1 281 479 1515  
 corpus@mackaymarine.com

**No. America PACIFIC COAST**  
**Dutch Harbor, Alaska**  
 +1 907 581 1679  
 dutchharbor@mackaymarine.com

**Vancouver, BC CANADA**  
 +1 604 435 1455  
 vancouver@mackaymarine.com

**Seattle / Ballard, Washington**  
 (Commercial Fishing, Ferries, Yachts)  
 +1 206 282 8080  
 ballard@mackaymarine.com

**Seattle / Tacoma, Washington**  
 (High Seas Commercial Marine)  
 +1 253 922 6260  
 seattle@mackaymarine.com

**Portland, Oregon**  
 +1 503 720 8351  
 Alt. Ph: +1 253 922 6260  
 portland@mackaymarine.com

**San Francisco, California**  
 +1 510 669 9560  
 sf@mackaymarine.com

**Los Angeles, California**  
 +1 310 519 7539  
 la@mackaymarine.com

**Mackay Canada (East)**  
**St. John's, Newfoundland**  
 +1 709 726 2422  
 stjohns@mackaymarine.com

**Halifax, Nova Scotia**  
 +1 902 468 8480  
 halifax@mackaymarine.com

**Yarmouth / South Nova Scotia**  
 +1 902 742 3423 (Yarmouth)  
 +1 902 575 2025 (Barrington)  
 yarmouth@mackaymarine.com  
 barrington@mackaymarine.com

**Quebec / Ontario**  
 +1 418 614 0782  
 quebec@mackaymarine.com

### Mackay Central & South America

**Panama City, Panama**  
 +507 315 0697  
 panama@mackaymarine.com

**Macaé, Santos & Rio de Janeiro, Brazil**  
 +55 21 3410 8803  
 brazil@mackaymarine.com

### Mackay Europe

**Rotterdam, Netherlands**  
 +31 168 744021  
 rotterdam@mackaymarine.com

**Antwerp, Belgium**  
 +32 3 808 3963  
 antwerp@mackaymarine.com

**Hamburg/Leer, Germany**  
 +49 40 66 892 140  
 hamburg@mackaymarine.com

**Algeciras & Valencia, Spain**  
 +34 856 143 006  
 spain@mackaymarine.com

### Mackay Asia

**CHINA: Guangzhou, Ningbo, Qingdao, Shanghai, Shenzhen, and Tianjin**  
 +86 21 6190 0683  
 china@mackaymarine.com

**Hong Kong**  
 +852 3956 4788  
 hongkong@mackaymarine.com

**Singapore & Malaysia**  
 +65 6686 2806  
 singapore@mackaymarine.com  
 malaysia@mackaymarine.com

### Mackay India & Middle East

**Chennai, Mumbai, Rajkot & Vizag, India**  
 +91 22 4933 4700  
 india@mackaymarine.com

**Fujairah, U.A.E.**  
 +971 9236 4433  
 middleeast@mackaymarine.com

### Mackay Africa

**Cape Town, South Africa**  
 +27 21 276 1240  
 southafrica@mackaymarine.com



**Mackay Communications, Inc. (Corporate)**

3691 Trust Drive  
 Raleigh, NC 27616 USA  
 Phone: +1 919 850 3000  
 info@mackaycomm.com