

Mackay World Service

World Service

Centralized Service



Consolidated Reports & MyMackayOnline

24/7 Quality Service on Demand



Marine Electronics &
Satellite Communications

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 \$16M 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.

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.

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.



**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: 01-2023 Through 12-2023								
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-8600					
NYC0126424	06/04/23 239224	364763 ICM	517696	I / CH1272MAEARN52913LP	Mackay - New York	Install/ Install	Installed	4,181.67
HF	0000155055	FURUNO	FS1575					
NYC0129476	09/24/23 239224	368455 ICM	525384	R / CH123371MAEARN91613	Mackay - New York	Output/ Components	Part	2,189.30
SAV0129477	10/03/23 239224	368608 ICM	526656	I / CH12518MAEARN92513LP	Mackay - Savannah			3,937.00
SIN0121632	01/09/23 239224	WO1156 ICM	508149	R / CON9050.3MAE-ARN1227	Mackay - Singapore	Transmit/ Connectors	Reconnect	1,131.50
SURVEY	0000150561	SURVEY	ABS					
VAN0128026	08/05/23 239224	358851 ICM	522736	ISP / CH-11947-MAE-ARN	Mackay - Vancouver	Survey/ Inspection	Inspect PS	1,569.75
Total for V108								13,009.22

Service History by Equipment - Call Details All ICM Fleets Period: 10-2023 through 12-2023								
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	12/26/23	V103/ 367723	198760/ Mackay - Rotterdam B.V.	ICM / Pronin	Inoperative	EQ Failure	Part	5,090.40
NW4000/ RTM0132082	12/31/23	V106/ 367734	198760/ Mackay - Rotterdam B.V.	ICM / Pronin	Software	Inspection	Inspect PS	1,370.05
Total for NETWAVE								6,460.45
Manufacturer:		SAMSUNG						
SVDR-3000/ VAN0132173	11/20/23	V112/ 367868	198760/ Mackay - Vancouver	ICM / Vanhoucke	APT	Inspection	Inspect PS	1,455.00
Total for SAMSUNG								1,455.00
Report Totals								\$7915.45

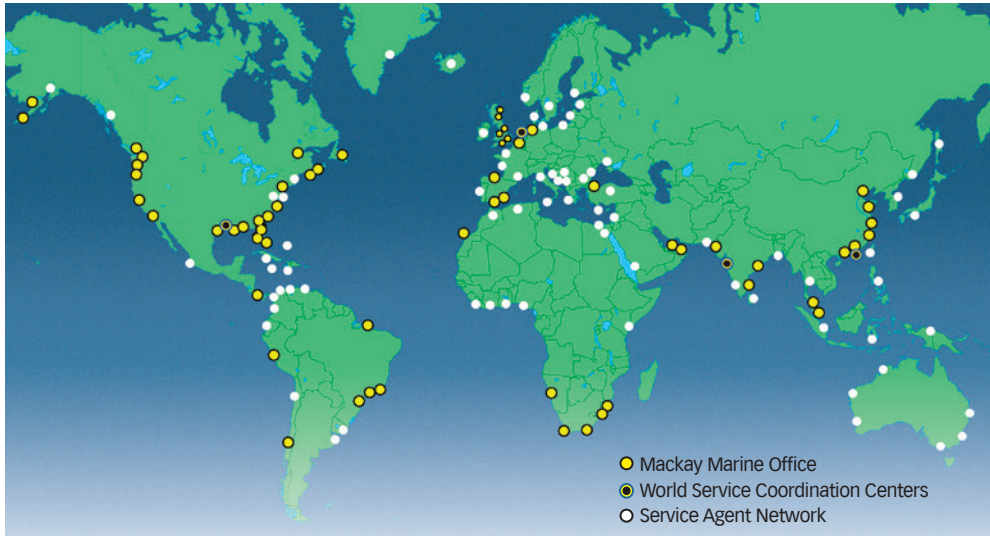
Mackay World Service will keep your vessels moving and you informed, whether it involves emergency repair or scheduled maintenance. Call **Mackay World Service** to see how convenient, reliable and professional shipboard service and maintenance can be.

Mackay World Service is a division of **Mackay Communications, Inc.®, dba Mackay Marine**, 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 68 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:*



Classification Societies:



Authorized Service for:

- Anschütz (+ Raytheon)
- Cobham SATCOM
 - SAILOR Cobham
 - Sea Tel Cobham
- Danelec Marine
- Deckma Hamburg
- Dukane
- Furuno
- Highlander
- Icom
- Intellian
- Interschalt/MacGregor
- Iridium
- Jotron
- JRC
- Kelvin Hughes/Hensoldt
- KVH
- Magnetic Compass – ALL Brands

Service available for all brands of equipment, regardless of manufacturer

- Netwave (Seas of Solutions)
- Rutter (Radar)
- Saab
- Samsung
- Simrad (Navico)
- TOKYO KEIKI
- TRANSAS
- VAF Instruments
- Yokogawa
- Zenitel

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

Mackay World Service Available 24/7

Global Service

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