Mackay World Service



Centralized Service • Consolidated Reports & MyMackayOnline • 24/7 Quality Service on Demand

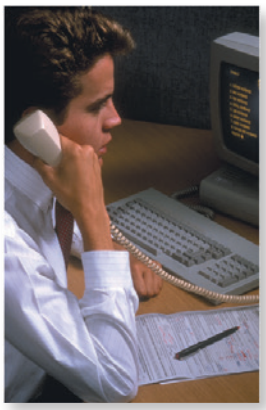
Mackay

Marine Electronics &
Satellite Communications

www.mackaymarine.com

Worldwide Maritime Service

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



*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.*

*Ask about **Mackay's Remote Troubleshooting Service (RTS)**; our dedicated team collaborates with your crew to try to resolve routine problems; saving time, money & restores equipment functionality.*



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 $18M 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.

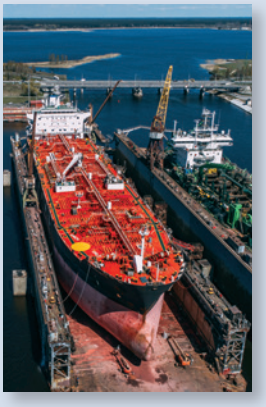
Mackay World Service goes far beyond basic service, to ensure your maritime equipment is fully-functional and conforms to regulatory requirements:

- 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. (i.e. Radio Survey, VDR-APT, Radar Groom, Gyro Overhaul, ECDIS, MagCompass combos)
- 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: 01-2025 Through 12-2025

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	06/04/25 239224	364763 ICM	517696	I / CH1272MAEARN52913LP	Mackay - New York	Install/ Install	Installed	4,181.67
HF	**0000155055**	**FURUNO**	**FS1575**					
NYC0129476	09/24/25 239224	368455 ICM	525384	R / CH123371MAEARN91613	Mackay - New York	Output/ Components	Part	2,189.30
SAV0129477	10/03/25 239224	368608 ICM	526656	I / CH12518MAEARN92513LP	Mackay - Savannah			3,937.00
SIN0121632	01/09/25 239224	WO1156 ICM	508149	R / CON9050.3MAE-ARN1227	Mackay - Singapore	Transmit/ Connectors	Reconnect	1,131.50
SURVEY	**0000150561**	**SURVEY**	**ABS**					
VAN0128026	08/05/25 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: 10-2025 through 12-2025

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	12/26/25	V103/ 367723	198760/ Mackay - Rotterdam B.V.	ICM / Pronin	Inoperative	EQ Failure	Part	5,090.40
NW4000/ RTM0132082	12/31/25	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	11/20/25	V112/ 367868	198760/ Mackay - Vancouver	ICM / Vanhoucke	APT	Inspection	Inspect PS	1,455.00
							Total for SAMSUNG	**1,455.00**
							Report Totals	**$7915.45**

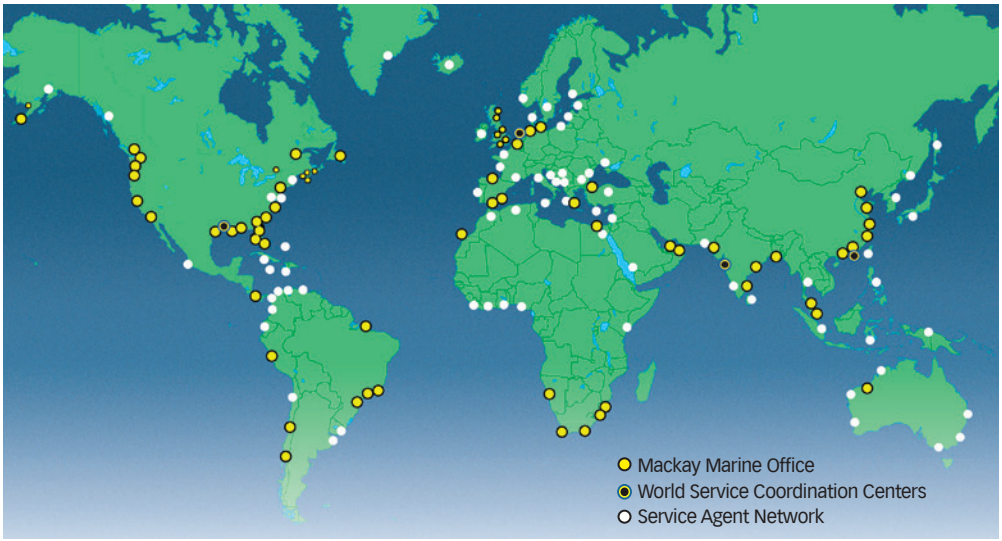
Mackay World Service will keep your vessels moving and you informed, whether it involves emergency repair or scheduled maintenance. Call **Mackay World Service** to see how convenient, reliable and professional shipboard service and maintenance can be.



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 73 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 packages & program management for new-build & retrofit projects, dry dock planning, inspection & installation, parts management, traffic accounting, satellite equipment & airtime plans, secure network & 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

Service available for all brands of equipment, regardless of manufacturer

- Iridium
- Jotron
- JRC
- Kelvin Hughes/Hensoldt
- KVH
- Magnetic Compass – ALL Brands
- Netwave (Seas of Solutions)
- Rutter (Radar)
- Saab
- Samsung
- Simrad (Navico)
- Sperry (Asia & UK)
- TOKYO KEIKI
- Wartsila (TRANSAS)
- VAF Instruments
- Yokogawa
- Zenitel

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

Mackay World Service 24/7

Global 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 & Gulf Coast

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
+1 843 747 6250
savannah@mackaymarine.com

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

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

Tampa, Florida
+1 954 431 7223
tampa@mackaymarine.com

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

Newport, Oregon
+1 206 282 8080
newport@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
digby@mackaymarine.com

Quebec
+1 418 614 0782
quebec@mackaymarine.com

Projects & Ontario +1 613 498 5073
steven.robichaud@mackaymarine.com

Mackay Central & So. America

PANAMA: Panama City +507 315 0697
panama@mackaymarine.com

PERU: Lima +511 244 3602
peru@mackaymarine.com

CHILE: Valparaíso & Puerto Montt
+56 9 2885 6520
chile@mackaymarine.com

BRAZIL: Rio de Janeiro, Macae, Santos & São Luís
+55 21 3410 8803
brazil@mackaymarine.com

Mackay Europe

NETHERLANDS: Rotterdam
+31 168 744021
rotterdam@mackaymarine.com

BELGIUM: Antwerp +32 3 808 3963
antwerp@mackaymarine.com

GERMANY: Hamburg & Leer
+49 40 66 892 140
hamburg@mackaymarine.com
+49 491 9989 9904
leer@mackaymarine.com

SPAIN: Algeciras, Valencia, Santander & Las Palmas (CI)
+34 856 143 006
spain@mackaymarine.com

GREECE: Piraeus +30 6949 500511
greece@mackaymarine.com

U.K.: London, Southampton, Liverpool, Teesport, Edinburgh & Aberdeen + 44 1737 372679
uk@mackaymarine.com

Mackay Africa

SOUTH AFRICA: Cape Town, Durban, Port Elizabeth & Richard's Bay
+ 27 21 276 1240
southafrica@mackaymarine.com

NAMIBIA: Walvis Bay
+ 27 21 276 1240
namibia@mackaymarine.com

Las Palmas, Canary Islands
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 Australia (West)

Port Hedland
+61 447167866
porthedland@mackaymarine.com

Mackay India & Middle East

INDIA: Mumbai, Kandla/Mundra, Chennai, Vizag, Kolkata
+91 22 6529 9600
india@mackaymarine.com

TURKEY: Istanbul +90 544 367 1732
turkey@mackaymarine.com

EGYPT: Port Said + 20 66 3731756
egypt@mackaymarine.com

U.A.E.: Fujairah & Dubai +971 9236 4433
middleeast@mackaymarine.com

Mackay
Marine Electronics & Satellite Communications
www.mackaymarine.com

Mackay Communications, Inc.® (Corporate), dba Mackay Marine
3691 Trust Drive
Raleigh, NC 27616 USA
+1 919 850 3000
info@mackaycomm.com