Standard Tools & Features

Regardless of the services selected from the STYRIS Line catalogue the following standard tools and features are available with all Airbus STYRIS Line contracts.

These standard features are:
• First Line – Technical hotline to Airbus services
• Waypoint – Ticketing tool
• STYRIS Line – Quarterly newsletter
• STYRIS Line – E-learning
• User Conferences – Invitation / Participation to Airbus user conferences and workshops

Safety and Environmental Protection

Airbus remains committed to meet the key principles of the International Association of Lighthouses Authorities (IALA) for the provision of safety and environmental protection of our VTS systems.

The Airbus services directorate remains committed to our vision of utilizing, creating and digitally transforming two-way communications and service mediums with our customers. Such transformation increases productivity, reduces the number of on-site interventions, minimizes customer spare holdings and ultimately minimizes the carbon emissions and environmental footprint at the customer’s facilities.

Airbus safety and environmental policies detail our commitment and application to the core principles for health, safety and environmental management. In addition Airbus strictly adheres to the customer’s local working policies and instructions when conducting site interventions.

Airbus is a proud partner of the Green Award Foundation, as an incentive provider we recognize Green Award Ports. Those ports that participate in the Green Award scheme as an incentive provider upon contracting Airbus maintenance services will be given a 12 month free of charge concession for the Warranty Extension service detailed above.
STYRIS

Overview

Airbus has implemented a unique digital application to enable efficient two-way communication and services via a single portal called STYRIS Line. The application is based on feedback attained via user conferences, the Airbus forum, customer surveys, and training course critiques.

STYRIS Line enables the customer to effectively and efficiently deploy and administer their STYRIS product regardless of the organization’s size or complexity to ensure the optimum system availability return during the lifecycle of your product.

STYRIS Line allows the customer to select the appropriate support program from a catalogue to meet their specific needs. Providing a single, easy to use program across all STYRIS products which combines maintenance, product updates and technical support into a single entitlement, allowing the customer to access the latest releases of STYRIS software and receive world-class technical support 24x7.

The STYRIS Line catalogue is sub-divided into specific elements which have been designed to encompass the full spectrum of services - these elements, known as leaflets, where appropriate have been digitally transformed to utilize the latest technologies in the provision of our customer services.

These leaflets are:

- **No. 1** Warranty extension
- **No. 2** Health Monitoring Program
- **No. 3** System Maintenance Support
- **No. 4** Training
- **No. 5** Lifecycle Fee
- **No. 6** Mid Life Upgrade
- **No. 7** Turn-Key Operation

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Standard Warranty

Leaflet number 1 provides information concerning Airbus’ standard warranty policies and illustrates possible options of warranty extension.

Airbus provides a standard 1 year warranty period from the date of final acceptance of the customer’s STYRIS system. If any latent defect is discovered during the warranty period, Airbus will either repair or replace the defective items free of charge in accordance with the terms and conditions warranty clause within the customer delivery contract.

The hardware and software provided by Airbus is of the highest quality, conforming fully to the functional and technical specification of the applicable contract. Airbus guarantees that every STYRIS system is provided free of latent defects in design, manufacture and materials.

**Warranty Extension**

Airbus offers different extended warranty options for STYRIS systems. The warranty can be extended by 12 months and longer, should this be desired by the customer. From a contractual perspective, the warranty extension will be an exact duplication of the previous 12 month warranty provided after final acceptance.

**Health Monitoring Programme**

Airbus’s recommended Health Monitoring Programme (HMP) with its obsolence management, covering Hardware and Airbus software is not included in any type of warranty. This service must be contracted via leaflet number 2 – Health Monitoring Programme.