

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 number of on-site interventions, minimizes customer spare holdings and ultimately minimizes our carbon emissions and environmental footprint at your 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 Turn-Key Operation service detailed above.



DEFENCE AND SPACE

Security Solutions

STYRIS Line

System Maintenance Support
Leaflet No. 3

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AIRBUS

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

System Maintenance Support

This Leaflet number 3 is established to provide regular preventive and or corrective maintenance visits to ensure continued system availability whilst in turn ensuring system longevity. System Maintenance Support (SMS) can be sub-divided into three elements:

- Standard services and tools – First Line and Waypoint
- Preventative on-site support and/or
- Corrective support



On-Site Support Frequency

Dependent upon the customer's location Airbus will dispatch maintenance staff from either Europe, Airbus regional hubs located in Abu Dhabi, Singapore, Taiwan or China or via our approved local suppliers. The frequency of on-site support is at the customer's discretion:

- Quarterly
- Twice a year
- Once a year
- Daily rate – call out service
- Other alternative

At the end of each preventive maintenance visit, the Airbus technician will detail all tasks performed during the intervention within the associated service report.



Preventative On-Site Support

There are two categories of preventative maintenance: Software preventative maintenance and hardware preventative maintenance.

Visits and preventative maintenance tasks are intended to reduce the risk of failure and maintain the performance of materials and equipment over time. Each visit shall include the following services:

Hardware:

- Visual inspection of the state of all equipment
- Dust off full of all machines
- Replace magnetrons and others consumables
- Checking air conditioner and shelter structure

System and software flags:

- Cleaning the system partitions
- Checking the log files of the application
- Checking the log files of the OS
- Situations recording testing
- Discussion with operators on system use

Corrective Support

There are two types of Corrective Maintenance: Software corrective maintenance and hardware corrective maintenance.

In the event that any system issue cannot be resolved via the standard First Line service, Airbus will respond to an unscheduled on-site service request.

Software:

- 2nd level (TLS2): TLS2 software corrective maintenance consists of minor software bug fixing. A minor bug is defined as an issue that does not disturb the operator system experience, or as an issue that does not deteriorate system operability. This level of software corrective maintenance (TLS2) will be performed by Airbus engineers,



- 3rd level (TLS3): TLS3 software corrective maintenance consists in major/critical software bug. A major/critical bug is defined as an issue that disturbs operator system experience or as an issue that weakens the system operability. This level of Software Corrective Maintenance (TLS3) will be performed by Airbus engineers.

Depending on the Airbus engineer diagnostic the corrective maintenance will be performed:

- By remote maintenance line (log files analysis) and/ or On-site

Hardware Exchange:

Defective equipment will either be repaired or replaced. Please note that only authorized personnel can dismantle and replace defective equipment.

The Airbus standard process for shipment of defective parts is done by Return Material Authorization (RMA). When a part has to be replaced a RMSA request can be made utilising GLPI, email or phone. The Customer should detail the following information to Airbus:

- Confirmation of the Part Number (P/N) of the defective equipment
- Confirmation of the Serial Number (S/N) of the defective equipment
- Trouble description (included in the GLPI follow-up)

Airbus subsequently advises the best course of action and seeks the commercial approval of customers to proceed. By selecting this STYRIS Line service we ensure the integrity, stability and performance of the customer's system is continually maintained.