



KVH OneCare™

Preventative Maintenance Check (PM Check)

As with any sophisticated technology exposed to the harsh environment of the sea, KVH TracPhone® SATCOM antenna systems, TracVision® TV antenna systems, and other integrated onboard systems can benefit from a periodic Preventative Maintenance Check (PM Check) to maximize uptime.

The optional KVH OneCare PM Check includes an inspection of all onboard equipment covered by your Technical Assistance Package and may be purchased as a standalone service or part of your complete airtime and support bundle. Regularly scheduled PM Checks are a valuable way to make your operating costs predictable, to ensure the highest levels of ongoing service availability and reliability, and to manage your total cost of ownership.

PM Checks are performed by KVH Certified Support Network (CSN) Partners. The PM Check identifies possible failure modes before they impact your critical operations. In addition, system configurations and software will be updated and cables will be re-terminated as necessary to optimize performance.

Following the PM Check, you and KVH's OneCare Service Department will receive a detailed report with any material findings for additional maintenance or corrective mechanical or electrical work. A follow-up visit will be scheduled to carry out that preventative or corrective work. Expenses are covered under KVH's Standard or Extended OneCare Warranty programs as applicable.*

You've invested in the best maritime satellite communications and TV systems available. Protect that investment and your business-critical communications.

Contact KVH at pmc@kvh.com or your local KVH CSN Partner to order your PM Check today.

* Parts and labor outside the scope of KVH's Standard or Extended OneCare Warranties will be charged separately.

† Travel charges to any port of service not supported by KVH's CSN will incur additional charges.



Benefits of a PM Check:

- Higher service availability
- Extended operating life
- Lower repair costs due to early issue detection
- Maximized SATCOM investment

When to Schedule a PM Check:

- When the vessel is in a port supported by a KVH CSN Partner†
- When the vessel is in port for routine scheduled maintenance or seasonal dry dock

What Does a PM Check Cover:

- Inspection of above and belowdecks equipment
- System configuration updates
- Software updates
- Report outlining material findings
- Coordination support for corrective repair as required
- Inventory and confirmation of onboard assets



KVH Industries A/S
 EMEA Headquarters
 Kokkedal, Denmark
 Tel: +45.45.160.180 Fax: +45.45.160.181
 Email: info@emea.kvh.com

KVH Industries, Inc.
 World Headquarters
 Middletown, RI U.S.A.
 Tel: +1.401.847.3327 Fax: +1.401.849.0045
 Email: info@kvh.com

KVH Industries Pte Ltd.
 Asia-Pacific Headquarters
 Singapore
 Tel: +65.6513.0290 Fax: +65.6472.3469
 Email: info@apac.kvh.com