



TERMA LIFECARE

YOUR OPERATIONS OUR SUPPORT



TERMA[®]
ALLIES IN INNOVATION



Terma Lifecare

When Operational Availability is Imperative

Terma has been a world leader within radar solutions for more than 70 years. +3,000 Terma radars protect borders and critical infrastructure worldwide, finding people and ships in distress at sea, as well as keeping air traffic safe in airports and around wind farms.

Uninterrupted operation of these radars is crucial for national security and the safety of people. Therefore, we offer Terma Lifecare, an industry leading service concept created to:

- Protect your investment
- Manage risk of downtime
- Provide maintenance budget transparency

Terma's organization of expert service engineers combined with the Lifecare service portfolio that covers all key aspects of maintenance scaling from single unit installations to countrywide solutions, makes Terma your proven service partner for uninterrupted operation.

Transparency and Predictability

Terma Lifecare provides service and support from product commissioning to end of life. All Terma Lifecare agreements include predefined terms and conditions that are valid for the duration of the agreement to ensure transparency through fixed prices, guaranteed response times and guaranteed delivery times for spare parts and services.

This enables service cost predictability and ensures that operational issues can be solved swiftly to manage risk of downtime.

Reliable Operation

Depending on area of use, a well-maintained radar performing at its best will have a positive effect on wind farm operation (OLC/ADLS), traffic safety and efficiency (VTS/SMR) or keeping borders, coastlines and maritime domain safe (surveillance). Terma Lifecare is your guarantee for reliable radar performance:

- Short spare part lead times
- Quick repair turnaround
- Access to assistance from highly qualified service engineers and support staff

Terma Connect

Do you want to be on top of your systems operational situation so that you can immediately take corrective action if necessary? Then Terma Connect is for you. Terma Connect is the digital service platform to bring you the insights you need to maximize the operation of your systems. Terma Connect is an on-prem solution living in your local network. User management allows you to decide who has access to Connect. A portal accessible through your preferred browser is the entry point to the health data of all your systems.

Terma Lifecare

The next page outlines the scope of a Terma Lifecare Standard agreement. Terma Lifecare Standard is designed to fit the need for a standard after sales service level, offering support and services aimed at assisting in managing the risk of downtime by providing known response, repair and delivery times. Upgrade options are available to those who seek higher service levels than the ones defined in Terma Lifecare Standard. Terma Lifecare is available for all products in the Terma SCANTER radar portfolio.



	Terma Lifecare Standard	Upgrade Options
Support	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> Open 08:00 – 16:00 </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 1 day </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> Open 24/7/365 </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 2 hours </div> </div>
Field Services	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 30 days </div>	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 20 days </div> <div style="font-size: 12px;">or</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 10 days </div> </div>
Spare Parts Supply	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 60 days </div>	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 20 days </div> <div style="font-size: 12px;">or</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 4 days </div> </div>
Repair (or Part Exchange)	<div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 60 days </div>	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 20 days </div> <div style="font-size: 12px;">or</div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center;"> 4 days </div> </div>
Remote Services	4 sessions included	
Service Notes	✓	
Annual Status Report	✓	
Exchange Plus		✓
Repairs Included		✓
Extended Warranty		✓
Software Security Updates		✓
Terma Connect	Basic	Premium



Operating in the aerospace, defense, and security sector, Terma supports customers and partners all over the world. With more than 1,700 committed employees globally, we develop and manufacture mission-critical products and solutions that meet rigorous customer requirements.

At Terma, we believe in the premise that creating customer value is not just about strong engineering and manufacturing skills. It is also about being able to apply these skills in the context of our customers' specific needs. Only through close collaboration and dialog can we deliver a level of partnership and integration unmatched in the industry.

Our business activities, products, and systems include: command and control systems; radar systems; self-protection systems for ships and aircraft; space technology; and advanced aerostructures for the aircraft industry.

Terma has decades of hands-on know-how in supporting and maintaining mission-critical systems in some of the world's most hostile areas. Terma Support & Services offers through-life support of all our products to maximize operational availability, enhance platform lifetime, and ensure the best possible cost of ownership.

Headquartered in Aarhus, Denmark, Terma has subsidiaries and operations across Europe, in the Middle East, in Asia Pacific as well as a wholly-owned U.S. subsidiary, Terma Inc., with offices in Washington D.C., Georgia and Texas.

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