



# TERMA LIFECARE

YOUR OPERATIONS OUR SUPPORT



**TERMA**<sup>®</sup>  
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:

- Access to new radar functionality as it becomes available
- Short spare part lead times
- Quick repair turnaround
- Access to assistance from highly qualified service engineers and support staff

### Lifecare Connect

As an integrated part of Terma Lifecare, Lifecare Connect aid daily operations through on-the-go monitoring of Terma SCANTER radar systems. With the Lifecare Connect app installed on a smartphone or tablet, authenticated staff can navigate through real-time system health data, live from one or more connected SCANTER radar systems. Micro-segmentation and end-to-end encryption (E2EE) ensure data security, and the support for VPN connectivity allows inspection of live health data even when on the move.

### 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                         |                         |                 |
| Field Services                  |                         | or              |
| Spare Parts Supply              |                         | or              |
| Repair (or Part Exchange)       |                         | or              |
| Lifecare Connect Remote Service | 4 sessions included     |                 |
| Lifecare Connect Monitoring     | ✓                       |                 |
| Service Notes                   | ✓                       |                 |
| Annual Status Report            | ✓                       |                 |
| Repairs Included                |                         | ✓               |
| Extended Warranty               |                         | ✓               |



Operating in the aerospace, defense, and security sector, Terma supports customers and partners all over the world. With more than 1,600 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 North America Inc., headquartered in Washington D.C. and with offices in Georgia and Texas.

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