

# Orolia Service Offerings



## Timing

- **24x7 Phone Support**  
As an added offering to customer mission critical applications, our Services team has 24 x 7 capabilities both in the US and in France to better service our region needs.
- **Quick Turn Repairs**  
Service offers a quick turn time option for customer installations that can't afford long repair times.
- **Advance Replacements**  
We offer specific contracts to replace your failed equipment and avoid any repair delays. Swap your broken unit for a working replacement.
- **Loaners**  
If our quick turn option does not suit your needs, we also have an inventory of loaners to ensure your system stays active even during repairs.
- **Firmware Upgrades**  
If you are not comfortable or do not have the staff available to perform firmware upgrades, our Global Service Centers can handle that for you and ensure your entire appliance is up to date.
- **Evaluations**  
Send in your units for an evaluation if you are unsure of its performance or want to pursue upgrading options to keep your assets in proper working condition.
- **STL Subscriptions**  
Our Global staff monitors and manages your STL subscriptions for secure backup or primary timing sources using our proprietary Rubidium constellation of satellites.
- **Extended Warranties**  
In addition to our industry leading standard manufactures warranty, our Service department also offers additional extended warranties to help customers bridge their budgets and keep their assets covered until the appropriate time to upgrade.
- **Field Calibrations\***  
Some of our timing equipment benefit from periodic calibrations that ensure the accuracy and stability remain in specification. We have a field service team ready to visit your facility and calibrate your equipment when it's convenient for you.
- **Contact**  
[timingsupport@orolia.com](mailto:timingsupport@orolia.com)



## Simulation

- **Calibration**  
Orolia offers calibration services for your simulation products to ensure the accuracy of your profiles are not compromised.
- **Extended Warranties**  
In addition to our industry leading standard manufactures warranty, our Service department also offers additional extended warranties to help customers bridge their budgets and keep their assets covered until the appropriate time to upgrade.
- **24x7 Phone Support**  
As an added offering to customer mission critical applications, our Services team has 24 x 7 capabilities both in the US and in France to better service our region needs.
- **Loaners**  
If our quick turn option does not suit your needs, we also have an inventory of loaners to ensure your system stays active even during repairs.
- **Traceability Charts**  
For customer who need to see what equipment we use for calibrations and how they were calibrated and stay in spec Orolia offers Traceability charts, so our customers have the confidence of the integrity of our calibrations
- **On-Line Forums**  
We offer access to a wide network of users and contributors on our Online Forums for support and general inquiries. Saves time and allows users to collaborate on best practices and alternate use cases.
- **Contact**  
[simulationsupport@orolia.com](mailto:simulationsupport@orolia.com)



## Beacons

- **Repair Center Certification**  
We offer qualified partners the option to be Certified Repair Centers to better serve our customers and provide a network of service options in specific regions
- **Training**  
We offer in-house and customer premise training for all of our products, Beacons, Timing and Simulation. We tailor our courses to fit your needs and create specific agendas to match your requirements.
- **On-Line PR600 Programming Certification**  
To compliment our self-training course on the PR600 we now offer an instructor led session which provides Orolia certifications following the training as proof of your dedication and proficiency on programming this ELT.
- **Contact**  
[support.sar@orolia.com](mailto:support.sar@orolia.com)



## Clocks

- **Maser Field Maintenance**  
Our team of field engineers are on standby to visit your facility and service, diagnose and repair your Maser on site to improve efficiencies and ensure continuous up-time.
- **Extended Warranties**  
We offer a wide range of extended warranty options for all our oscillators to meet your and your network needs all while providing our customers the security of knowing we are here to support you.
- **Contact**  
[clocksupport@orolia.com](mailto:clocksupport@orolia.com)