

Levels of Support for the Tritech Product Range



Sales, Service and Support Levels

Whilst Tritech endeavours to support all our legacy products, due to the age, availability of parts, and service expertise this is not always possible. This document outlines the current sales, service and support levels offered by Tritech for current, recently retired, and legacy products. Although large, this list does not encompass all off the differing Tritech legacy products and if you have a question not covered by this document please contact support@tritech.co.uk with full details of the product for more information.

The support matrix is organised by product type with the different support areas detailed as shown below:

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Sonar 1	✓	✓	✓	✓	✓	✓	✗
Sonar 2	✗	✓	–	✗	✗	–	✓

The different support areas are as below:

Sales	Sales of new units are available from Tritech and our established sales channels.
Eval.	Tritech can undertake inspection and evaluation of the product.
Parts	Spare or replacement parts are available from Tritech and official sales and service representatives.
Repair	Tritech can undertake repairs for the product.
Service	Tritech can offer periodic service to the product.
Training	Technical and operational training may be available for this product. Please contact support@tritech.co.uk with the training requirements.
Alt.	An equivalent or improved alternative is available from the current Tritech product line.

The tables are populated with the level of support in each area as below:

✓	Full Service Offered	Full sales, service and technical support is offered for this product. Please contact Tritech via the respective email address for further information.
–	Limited Service Offered	Tritech are only able to offer limited service for this product in the areas identified. Reasons may include a retirement of the product or limited access to service and spare components.
✗	No Service Offered	No service is offered in the areas highlighted. In products where no support is offered across all or most of the specified service areas, only minimal Technical Support can be provided.

For further information regarding product support please contact the relevant Tritech email address with full details of your product and request:

sales@tritech.co.uk	for commercial and new sales related enquiries
service@tritech.co.uk	for service and repair enquiries
support@tritech.co.uk	for technical and application support and assistance

Levels of Support for the Tritech Product Range



Mechanical Imaging Sonars

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Hammerhead	✓	✓	✓	✓	✓	✓	✗
V7 Super SeaKing DST DFS	✓	✓	✓	✓	✓	✓	✗
V6 Super SeaKing DST DFS	✗	✓	–	–	✓	✓	✓
Super SeaPrince DST	✓	✓	✓	✓	✓	✓	✗
Micron Sonar DST	✓	✓	✓	✓	✓	✓	✗
Micron Sonar Analogue	✗	✓	✗	✗	✗	✗	✓
MiniKing	✗	✓	✗	✗	✗	✗	✓
SeaPrince REV D V4	✗	✓	✗	✗	✗	✗	✓
SeaSprite	✗	✓	✗	✗	✗	✗	✓
SeaSprite DST	✗	✓	✗	✗	✗	✗	✓
V5 SeaKing DFS	✗	✓	✗	✗	✗	✗	✓
V3 SeaKing DFS	✗	✓	✗	✗	✗	✗	✓
ST525 Big Top	✗	✗	✗	✗	✗	✗	✓
ST725	✗	✗	✗	✗	✗	✗	✓
ST525	✗	✗	✗	✗	✗	✗	✓
ST325	✗	✗	✗	✗	✗	✗	✓

Mechanical Profiling Sonars

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
2MHz SeaPrince Profiler	✗	✗	✗	✗	✗	✗	✗
Super SeaKing Profiler	✓	✓	✓	✓	✓	✓	✗
SeaKing V3 DFP	✗	✓	✗	✗	✗	✗	✓
Parametric Sub-Bottom Profiler	✗	✓	–	–	✗	✗	✓
PSB Profiler DST	✓	✓	✓	✓	✓	✓	✗
PSB Profiler DST (Split-Head)	✓	✓	✓	✓	✓	✓	✗

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Multibeam Imaging Sonars

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Gemini 720id	✗	–	✗	✗	✗	✗	✓
Gemini 720i	✗	✓	–	–	–	✗	✓
Gemini 720is 1000m	✓	✓	✓	✓	✓	✓	✗
Gemini 720is 4000m	✓	✓	✓	✓	✓	✓	✗
Gemini 720ik	✓	✓	✓	✓	✓	✓	✗
Gemini 720im	✗	✓	–	–	✓	✓	✓
Micron Gemini	✓	✓	✓	✓	✓	✓	✗
Gemini 1200ik	✓	✓	✓	✓	✓	✓	✗
Gemini NBI	✓	✓	✓	✓	✓	✓	✗
Eclipse	✗	✗	✗	✗	✗	✗	✗

Multibeam Profiling Sonars

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Gemini 620pd	✓	✓	✓	✓	✓	✓	✗
Gemini Profiler Hub	✓	✓	✓	✓	✓	✓	✗

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Sidescan Imaging Sonars (Towed)

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
SeaKing Towfish 325 & 675 (DST)	✗	✓	✓	✓	✓	✓	✗
SeaKing Towfish SK150	✗	✓	✓	✓	✓	✓	✗
SeaKing Towfish 325 & 675 (Non DST)	✗	–	✗	✗	✗	✗	✗
StarFish 450F	✗	✓	–	✗	✗	–	✗
StarFish 452F	✗	✓	–	–	–	–	✗
StarFish 990F	✗	✓	–	–	–	–	✗

Sidescan Imaging Sonars (Mounted)

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
SeaKing AUV / ROV (DST)	✓	✓	✓	✓	✓	✓	✗
SeaKing AUV / ROV (Non DST)	✗	✓	–	–	–	✗	✓
StarFish 450H	✗	✓	–	✗	–	–	✗
StarFish 992H	✗	✓	–	–	–	–	✗
StarFish OEM series	✗	–	✗	✗	✗	✗	✗

Levels of Support for the Trittech Product Range



Control and Interface Units

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Eclipse SPU	✗	–	✗	✗	✗	✗	✗
Hammerhead Interface Box	✗	✓	✓	✓	✓	✓	✓
SeaKing Topside Interface Box	✓	✓	✓	✓	✓	✓	✗
Multicomm Junction Box	✓	✓	✓	✓	✓	✓	✗
P-Sea (2017)	✗	✓	–	–	–	–	✗
P-Sea (pre 2017)	✗	–	✗	✗	✗	✗	✓
SeaHub	✓	✓	✓	✓	✓	✓	✗
Seanet SCU V5 (Windows 10)	✓	✓	✓	✓	✓	✓	✗
Seanet SCU V5 (Windows 7)	✗	✓	✗	✗	✓	✓	✓
Seanet SCU V4	✗	–	✗	✗	–	✗	✓
PCI AIF CARD	✗	–	✗	–	–	✗	✗
ISA AIF CARD	✗	✗	✗	✗	✗	✗	✗
SCU V3 (SeaKing SCU)	✗	✗	✗	✗	✗	✗	✓
SCU V3 (Winson SCU)	✗	✗	✗	✗	✗	✗	✓
SCU V2 / V1	✗	✗	✗	✗	✗	✗	✓

Motion Reference, Positioning & Data Transfer

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Micron INS	✗	–	✗	✗	✗	✗	✗
iGC	✓	✓	✓	✓	✓	✓	✗
iFG	✓	✓	✓	✓	✓	✓	✗
iiF	✗	✗	✗	✗	✗	✗	✗
MicronNav 100	✗	✓	–	–	✓	✓	✓
MicronNav 200	✓	✓	✓	✓	✓	✓	✗
Micron Data Modem	✓	✓	✓	✓	✓	✓	✗
AquaTrak™ CVL	✗	✓	✗	–	✗	✗	✗

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Survey Sensors

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
V7 SK701 & SK704 Bathy	✓	✓	✓	✓	✓	✓	✗
V3 SK701 & SK704 Bathy	✗	✓	–	–	✓	✓	✓
PA500/PA200	✓	✓	✓	✓	✓	✓	✗
LRPA 200	–	✓	✓	✓	✓	✓	✗
Dual Frequency Echo Sounder	–	✓	✓	✓	✓	✓	✗
Micron Echo Sounder DST	✓	✓	✓	✓	✓	✓	✗
SD700 Bathy Range	✗	✗	✗	✗	✗	✗	✓
ST500	✗	✗	✗	✗	✗	✗	✓
ST1000	✗	✗	✗	✗	✗	✗	✓
ST715	✗	✗	✗	✗	✗	✗	✓

Laser Products

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
ISS	✗	✗	✗	✗	✗	✗	✗
Typhoon VMS	✗	✗	✗	✗	✗	✗	✗
Micron LVSA	✗	✗	✗	✗	✗	✗	✗
Seastripe Laser Line Projector	✗	✓	✗	–	✗	✗	✗

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Video Imaging Products

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Typhoon Camera	✗	✓	–	–	✓	✓	✗
Tornado Camera	✗	✓	–	✓	✓	✓	✗
MD4000 Camera	✗	✗	✗	✗	✗	✗	✗
SeaSpy Camera	✗	–	✗	✗	✗	✗	✓
Super SeaSpy Camera (PAL)	✓	✓	✓	✓	✓	✓	✗
Super SeaSpy Camera (NTSC)	✗	✓	✓	✓	✓	✓	✗
Osprey Camera	✗	✗	✗	✗	✗	✗	✗
LED Lite (all models)	✗	✗	✗	✗	✗	✗	✗
SeaCorder	✗	✗	✗	✗	✗	✗	✗
SeaCorder V2	✗	✗	✗	✗	✗	✗	✗

Mechanical and Hydraulic Products

Product	Sales	Eval.	Parts	Repair	Service	Training	Alt.
Super Zip Jet	✓	✓	✓	✓	✓	✓	✗
Merlin	✓	✓	✓	✓	✓	✓	✗
ZipTrench	✗	–	✗	✗	✗	✗	✗
AnchorZip 10	✓	✓	✓	✓	✓	✓	✗
PT3636-C Pan and Tilt	✗	–	✗	–	–	–	✗
PT3636-HD Heavy Duty Pan and Tilt	✗	–	✗	–	–	–	✗
PT 3636 MK3	✗	–	✗	✓	✓	–	✗
ZipJet Ultra	✗	✓	–	–	✓	–	✓
Excalibur	✗	–	✗	✗	✗	✗	✓
AnchorZip 5	✗	✗	✗	✗	✗	✗	✗