

Levels of Support for the Trittech Product Range



Sales, Service and Support Levels

Whilst Trittech 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 Trittech for current & recently retired products. This list does not encompass all off the differing Trittech 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	Tech Support	Training	Alt.
Sonar 1	✓	✓	✓	✓	✓	✓	✗
Sonar 2	✗	✓	–	✗	✗	–	✓

The different support areas are as below:

Sales	Sales of new units are available from Trittech and our established sales channels.
Eval.	Trittech can undertake inspection and evaluation of the product.
Parts	Spare or replacement parts are available from Trittech and official sales and service representatives.
Repair	Trittech can undertake repairs for the product.
Tech Support	Trittech can provide technical assistance/support
Training	Technical and operational training may be available for this product. Please contact support@tritech.co.uk with the training requirements.
Alt.	An equivalent system or improved alternative item is available from the current Trittech 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 Trittech via the respective email address for further information.
–	Limited Service Offered	Trittech 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 Trittech 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

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Mechanical Imaging Sonars

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
Hammerhead	✗	✓	–	–	✓	✗	✗
V7 Super SeaKing DST DFS	✓	✓	✓	✓	✓	✓	
V6 Super SeaKing DST DFS	✗	✓	✗	✗	✓	✓	✓
Super SeaPrince DST	✓	✓	✓	✓	✓	✓	
Micron Sonar DST	✗	✓	✓	✓	✓	✓	✗

Mechanical Profiling Sonars

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
Super SeaKing Profiler	✗	✓	–	–	✓	✓	✗
PSB Profiler DST	✗	✓	–	–	✓	✓	✗
PSB Profiler DST (Split-Head)	✗	✓	–	–	✓	✓	✗

Multibeam Imaging Sonars

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
Gemini 720is 1000m	✓	✓	✓	✓	✓	✓	
Gemini 720is 4000m	✓	✓	✓	✓	✓	✓	
Gemini 720iks	✓	✓	✓	✓	✓	✓	
MicronGemini 720s	✓	✓	✓	✓	✓	✓	
Gemini 1200id	✓	✓	✓	✓	✓	✓	
Gemini 1200ikd	✓	✓	✓	✓	✓	✓	
Gemini NBI	✓	✓	✓	✓	✓	✓	

Multibeam Profiling Sonars

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
Gemini 620pd	✓	✓	✓	✓	✓	✓	
Gemini Profiler Hub	✓	✓	✓	✓	✓	✓	

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Control and Interface Units

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
SeaKing Topside Interface Box	✓	✓	✓	✓	✓	✓	
Multicomm Junction Box	✗	✓	✓	✓	✓	✓	✗
SeaHub	✓	✓	✓	✓	✓	✓	
Seanet SCU V5 (Windows 10)	✗	✗	✗	✗	✓	✗	–
Seanet SCU V5 (Windows 7)	✗	✗	✗	✗	✓	✗	✗

Survey Sensors

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
V7 SK701 & SK704 Bathy	✓	✓	✓	✓	✓	✓	
PA500/PA200 (MK II)	✓	✓	✓	✓	✓	✓	
PA500/PA200 (MK I)	✗	✓	–	–	✓	✗	✓
Micron Echo Sounder DST	✗	✓	✓	✓	✓	✗	–

V3 Bathys may still be calibrated but are no longer supported

Motion Reference, Positioning & Data Transfer

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
MicronNav 200	✗	✓	–	–	✓	✗	✗
Micron Data Modem	✗	✓	–	–	✓	✗	✗
Micron Battery Modem	✗	✓	–	–	✓	✗	✗

Video Imaging Products

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
Super SeaSpy Camera (PAL)	✗	✓	–	–	✓	✗	✗

Mechanical and Hydraulic Products

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
Super Zip Jet	✓	✓	✓	✓	✓	✓	
Merlin	✓	✓	✓	✓	✓	✓	
AnchorZip 10	✓	✓	✓	✓	✓	✓	

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Diver Mounted Display (DMD)

Product	Sales	Eval.	Parts	Repair	Tech Support	Training	Alt.
DMD Tethered	✗	✓	–	–	✓	✗	
DMD Un-Tethered	✗	✓	–	–	✓	✗	