Approved

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NAVIS JSC Service Policy 2026

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1. What this document is about

This policy explains how NAVIS JSC (we'll call it "the Company") provides service support — both in Russia and for international projects.

The main idea is simple: we want to give all our customers clear, consistent information so they can get timely and high-quality service for our systems, equipment, and software.

Service is an important part of the product lifecycle. It's there to help you keep everything running as it should.

When we say "service," we mean either a single task or a set of tasks related to using our products now or in the future.

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2. Our service goal

Our main goal is to make sure you're satisfied with how our products work in practice. That means meeting your expectations, plus keeping everything safe, efficient, and reliable.

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3. What this policy covers

This policy applies to all products supplied by the Company.

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4. Our service resources

We have a dedicated service department that handles all requests. They work with specialists from across the Company: setup and test engineers, DP engineers, software developers, designers, and other experts.

All our people have the tools, equipment, and software they need to do the job right.

We also work with a network of authorized service partners around the world. They can handle many service tasks locally.

We keep a warehouse of spare parts, and the most commonly needed items are always ready for quick shipment.

The head of the service department is responsible for organizing and delivering all service activities.

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5. Where we provide service

5.1 Russia

In Russia, we deliver service using our own team or our authorized partners.

5.2 International projects

For international projects, we usually work through authorized partners. If needed, we can send our own specialists or provide remote support to help the partners do the job.

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6. Types of service we offer

6.1 Warranty services

Warranty services include any work or spare-part deliveries covered by our warranty terms.

Standard warranty period:

- 12 months after the equipment goes into operation, or
- 18 months from the delivery date — whichever comes first.

If we replace something under warranty, the new item gets an extra 6 months of warranty.

Warranty does not apply if:

- the equipment was damaged during transport or storage due to improper handling;
- someone not authorized by us put the equipment into operation;
- someone not authorized by us repaired, upgraded, or modified the equipment;
- there is visible physical or mechanical damage;
- maintenance or operating rules were not followed.

6.2 Commercial services

Commercial services cover any work or spare-part deliveries that are not under warranty.

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7. How we deliver service

7.1 Remote support

We offer remote support for many types of issues. This can be based on data you share, or by connecting remotely to the equipment.

Typical steps:

1. We collect the data we need.
2. We analyze and decode it.
3. We interpret what the data tells us.
4. We provide our findings and recommendations.

7.2 On-site work

On-site work is used when a problem can't be solved remotely, or when remote support isn't enough to find the root cause or fix the issue.

Typical process:

1. Our engineer visits the site.
2. They perform the required work.
3. They send a report with the results.

7.3 Spare parts supply
Standard terms: pickup from our warehouse with 100 % prepayment.

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8. What kinds of work we do

Type of work	Delivery method
Review project specifics and check if our products fit	Remote or on-site
Calculate Capability Plots	Remote
Install and connect equipment	On-site
Configure equipment	Remote or on-site
Commissioning tests	Remote or on-site
Mooring trials	Remote or on-site
Sea trials	Remote or on-site
Fault diagnostics	Remote or on-site
Replace faulty equipment	On-site
Repair faulty equipment	Remote or on-site
Provide operation advice	Remote or on-site

Type of work	Delivery method
Training	Remote or on-site
Upgrade or replace outdated equipment	On-site
Customize instruments or software for your needs	Remote or on-site
Prepare and coordinate technical documentation with the class	Remote

9. General service rules

9.1 How to submit a request

All service requests must go through the Company's service department. Please don't contact individual employees directly for service without informing the service department head first.

You can submit requests via:

- email: service@navis.spb.ru
- phone: +7 812 983 67 15 (ext. 361)
- web form: navis.spb.ru

Requests are accepted 24/7, time zone UTC+3.

For equipment failure requests, please provide:

- contact person details and preferred way to reach them;
- a clear description of the fault and when/how it appears;
- the equipment serial number;
- logs, photos, videos, and remote internet access if possible (a voice call can help but isn't required).

For performance or operational issues, remote support is the first step. We'll try to diagnose the problem remotely before deciding whether an on-site visit is needed. We can't guarantee remote diagnosis if we don't have the basic data or remote access.

For on-site work requests, please share:

- contact person details;
- a clear description of what needs to be done;

- target deadlines and the exact location.

9.2 Response times and how we handle requests

We classify requests by priority:

Priority	Description	Target response time
Critical	System completely down; affects safety or vessel operation	Immediately upon receipt
High	Some functions lost, but the system is still usable	Within 8 hours
Medium	Partial degradation; no full stoppage	Within 2 working days
Low	Consultations, planned work, recommendations	Within 5 working days

"Response time" means when a service specialist starts working on your request.

Actual repair time depends on the issue, spare part availability, access to the equipment, and other factors.

Commercial (non-warranty) services are provided under a signed contract or against an invoice. If you have an overdue payment, we may decline the request.

To get standard support, submit commercial requests:

- at least 5 calendar days before the planned on-site start date;
- or at least 3 calendar days before the planned remote support start.

If you submit a request later, we can't guarantee the requested timing. We'll review it case by case and may apply a cost multiplier.

On-site work is normally scheduled within our standard working hours (40 hours per week), in line with Russian labor law. Any work outside these hours needs prior written agreement and is charged at our current rates.

9.3 Pricing

Prices are based on our current rate list at the time of the request.

Additional multipliers apply when:

Condition	Multiplier
Work on a weekend	×2 the rate
Work beyond 8 hours in a day	×2 for each extra hour
Late notice (<5 days before start)	×2 the rate

If multiple conditions apply, the multipliers are multiplied together.

We'll provide a cost estimate upon request.

9.4 Limits and approvals

Weekend or overtime work must be agreed in writing well in advance between you and our service department.

We reserve the right to decline requests that go beyond our staff's normal schedule or violate our request procedures.

9.5 Reporting

After completing service work, we'll provide:

- a signed timesheet;
- a work completion report that includes: what was done, operation recommendations, replaced parts, and results of repair/diagnostics/testing.

The report is considered accepted if you don't send justified comments within 3 working days of receipt.

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10. Final notes

This policy applies to all our service activities for international partners. We review and update it regularly to reflect new technologies, market requirements, and our practical experience.
