

# Support Services

Service Excellence



Security & Detection Systems

**Recognized worldwide for our commitment to customer service, L-3 SDS fields one of the industry's largest and most experienced global service teams. We offer a spectrum of services to help you reap maximum value from your investment while maintaining robust and efficient operations.**

## 24/7/365 Customer Support Call Center

Around the clock representatives are available to provide many services to support our customers.

- Generate service request
- Provide status updates to customers on maintenance
- Dispatch field service engineers
- Place part orders
- Escalate any issue through a robust escalation process

## Global Project Support

Project engineering and management services supports global success for all customers encompassing all product lines and product development

- Disciplined in planning, organizing, motivating and controlling resources
- Project management in cargo, controlled checkpoints, and checked baggage for inbound or outbound traffic
- Leverages a global network of local resources that includes networking, systems integration, construction, system upgrades and equipment replacement

## Technical Support

L3 SDS partners with customers to provide best-in-class support throughout the life of your product

- Available worldwide 24/7/365 support via our call center or web contact form.
- Product line specialists
- Locations: USA, UK, Singapore, Hong Kong and Australia
- Bilingual depending on location

## Customer Support Call Center Phone Numbers

<b>United States:</b>	<b>Australia</b>
Toll Free: 800-776-3031	Toll Free: 800 009729
Toll: 727-369-4356	Toll: +61 3 8645 4500

**United Kingdom:**  
+44(0)1344477908

**L-3 Security & Detection Systems**  
[www.L-3com.com/sds](http://www.L-3com.com/sds)

## In House Repair Center

Skilled technicians ensure our customers systems are supported throughout their lifecycle and maintenance operating costs are minimized.

- Capabilities include diagnostics, repair, test, failure analysis and quick turnaround
- Centers are staffed with trained technicians utilizing advanced tools and test equipment
- Technicians are OEM certified on multiple products
- Technicians are highly skilled in debugging complex computer or electrical components
- Our team adheres to ANSI and API standards and is ISO 9001 certified

## Spare Parts Support & Logistics

Worldwide distribution network of regional distribution centers and localized forward stocking locations support expeditious delivery of OEM parts

- Fulfilled via customer delivery options: overnight, next-flight-out and local courier services
- OEM specified spare parts and consumables
- Orders are supported with knowledgeable professionals to assist with any fitment questions
- See the website for a full listing of contact information or call us at the number below.



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