



Spares & Repairs

Modern capital electronics equipment and installations require comprehensive and long term support. Marconi achieves this through the facilities offered by the Support Services Division.

The Spares Department provides technical recommendations for all levels of maintenance. The needs of the customers are then met by a computer based Spares and Repairs Service.

This service covers complete turn-key projects including equipment both made by and supplied through Marconi. The computer controls a complete stores facility covering most electronic and selected mechanical spares.

The Department also has the capability of providing tailor made spares storage and control systems, with all support documentation, to a customers own specification.

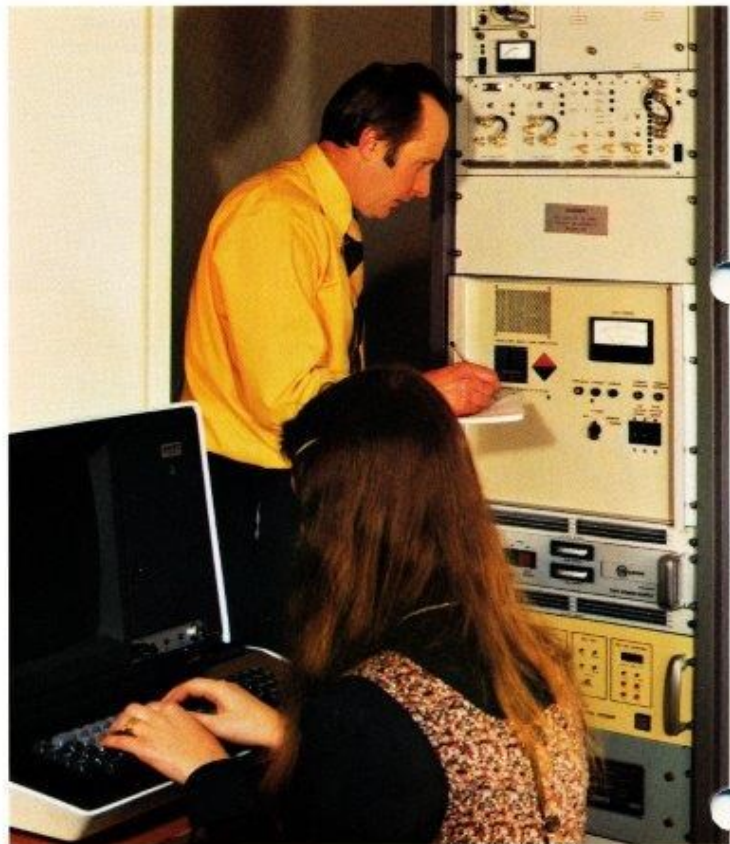


Customer Services

During the life of an installation problems can arise, either with the equipment itself or with associated technical aspects, which require solutions outside the normal scope of a customer's own facilities. Customer Service Department employs its own team of specialist engineers who are able to give advice or to visit customer premises to assist in investigating and solving problems. The Department can also call upon the various development areas of the Company to provide additional expert assistance. Maintenance contracts are negotiated as requested.

In addition to long term spares support the company operates a full warranty service. Customer Service Department is responsible for carrying out all contract commitments found necessary during the warranty period, providing both commercial and technical services.

The Department is also responsible for the co-ordination of many aspects of training both at Marconi College, the Company's own facility for the training of customer engineers, and at the customer's own premises.



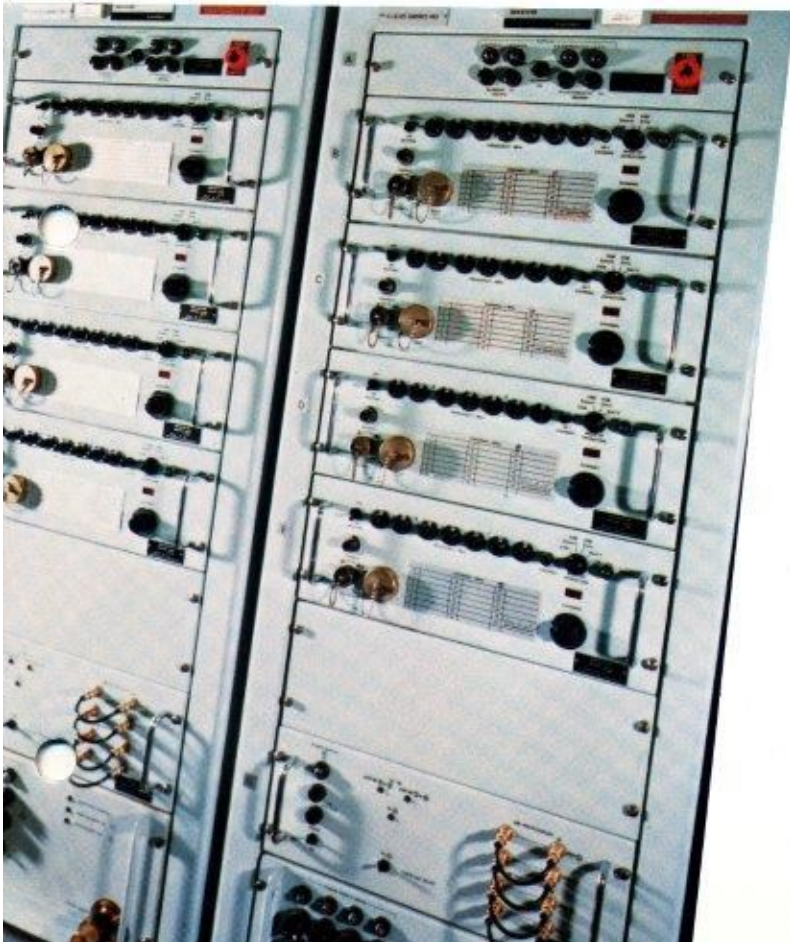
Post Design



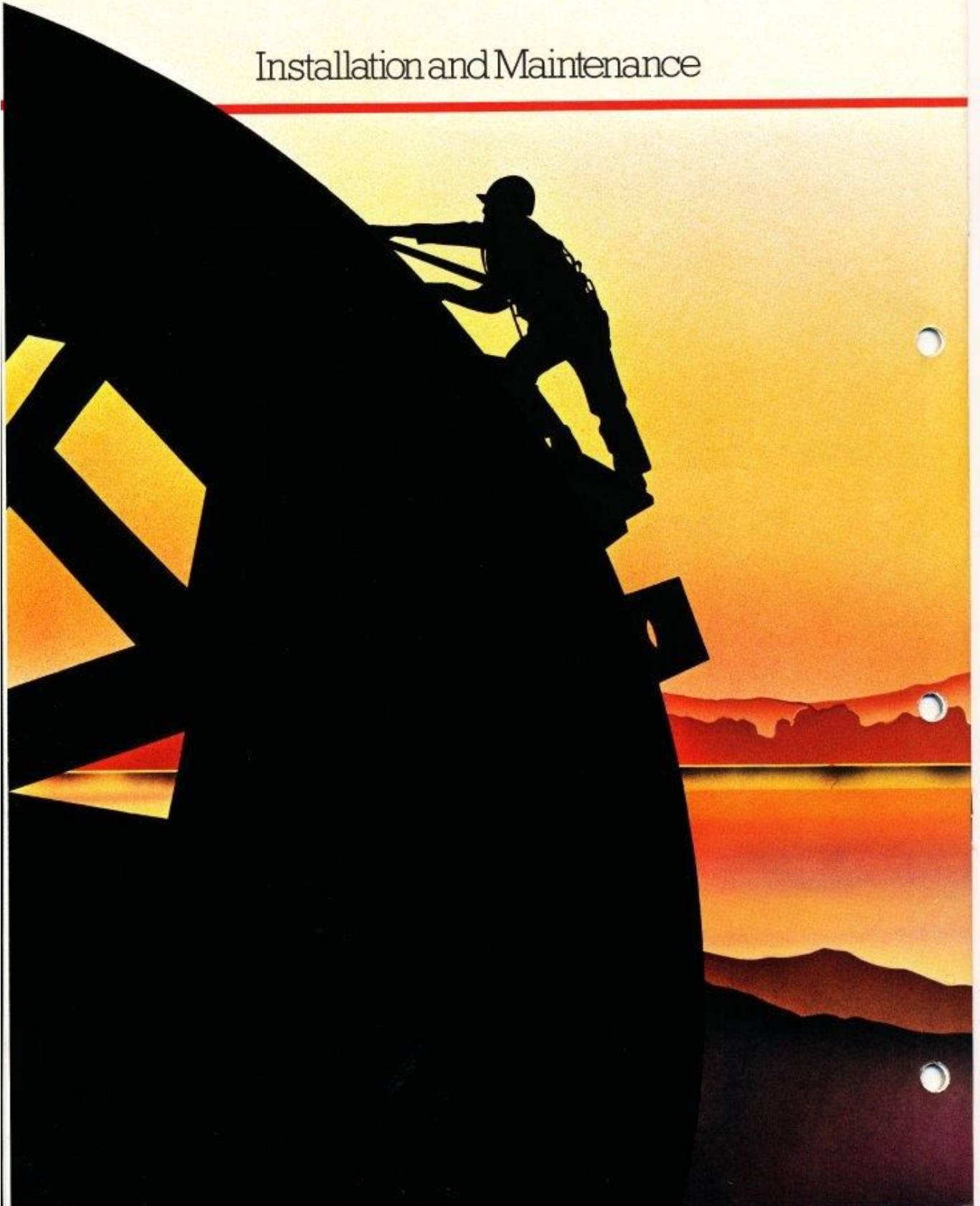
Continuity of design and development is an essential part of an effective product support. Whilst the Customer Services Department is equipped to handle many customers day-to-day problems some engineering and design work requires a more in-depth study. The latter particularly where the company is bound by a customer's own style and specification.

The Post Design Department offers a comprehensive engineering and documentation support, primarily for the U.K. Ministry of Defence, when electronic equipment is introduced for Service use. In most instances this work is undertaken under contract from the customer.

Post Design contracts encompass regular advice on equipment modification, post-design developments and the maintenance of literature enabling the continuing update of customer equipment.



Installation and Maintenance

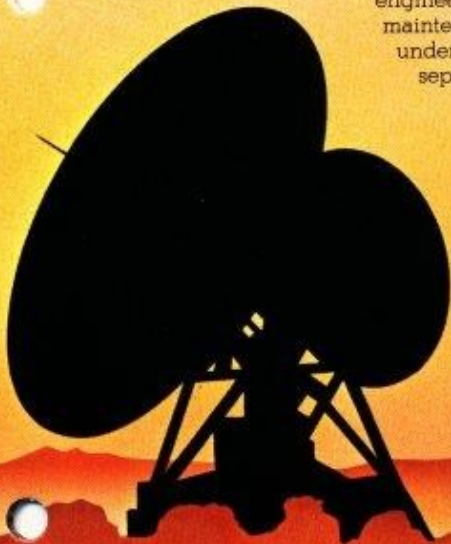




The worldwide nature of Marconi Communication Systems activities is such that there is a constant need to administer and provide support for Installation staff. This is done through the Installation and Maintenance Department, which has its headquarters at New Street in Chelmsford.

Installation work covers the full range of the Company's communications and broadcasting equipment, and includes every aspect of civil engineering.

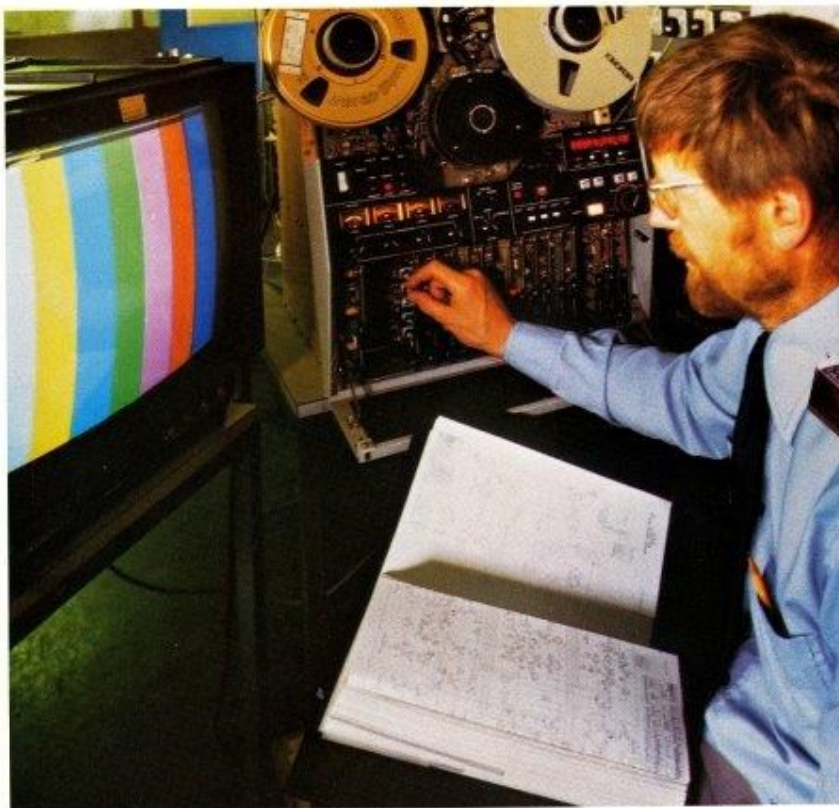
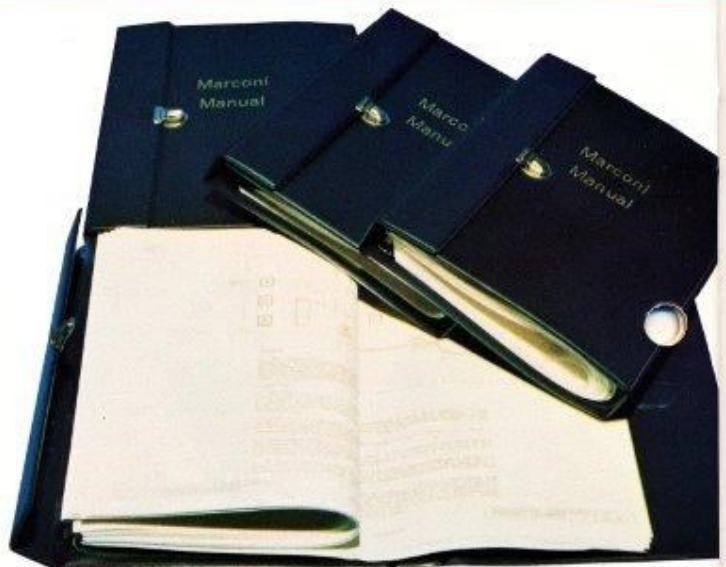
Once the equipment is installed and handed over to the customer, there may be a continuing requirement for Company engineers to be on site to assist with maintenance. This work is usually undertaken by the Company on separate contracts.



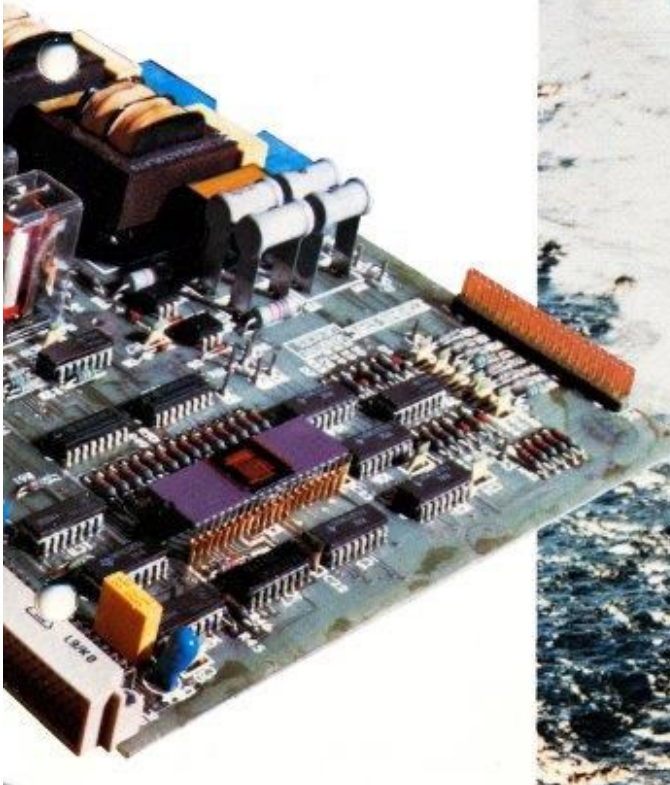
Handbooks

The handbooks and maintenance manuals, which accompany all the Marconi Communication Systems equipment, enabling customers to operate and maintain our products successfully, are prepared by the Technical Information Department.

Manual production is undertaken by a team of technical authors, working in close collaboration with development engineers, ably supported by a specialized drawing office providing the technical illustrations. The Department is also responsible for the provision of the complete manual from typesetting, using modern word processors, to binding and despatch.



The Department has all the necessary experience and the facilities for undertaking customers specific requirements in style of presentation and system documentation including fully integrated maintenance schedules.



Antennas

Antenna Systems Division has a complete capability with designs from l.f. to s.h.f. and comprehensive services covering all aspects of design, manufacture, site survey and civil work, erection, commissioning and maintenance.

A continuous programme of development enables designs to be offered that meet the latest trends in broadcasting and communication systems with cost effective, corrosion resistant, high performance antennas. Special development is also undertaken where a customer's requirements cannot be met by standard design.

The current range includes antennas for m.f. broadcasting; h.f. broadcasting; v.h.f. and u.h.f. television; h.f. communications; l.f. communications; tropospheric scatter billboards and dishes and small antennas.

