

## Aftersales Policy Update

Please see updated Aftersales service policy which is highlighted in section 15 of our terms and conditions.

Based on this new policy Martek Marine can only provide spare parts to vessel owners and managers.

*“Martek systems are designed to protect lives and ensure the safety of the vessel and crew on board. Like all systems, periodic scheduled maintenance and calibration is required to ensure protection is maintained. Given the safety-critical nature of these systems, only Martek trained & certified engineers are authorised to work on the equipment otherwise the protection the systems provide cannot be guaranteed. This is a fundamental requirement of the marine Type Approval that systems are maintained in accordance with manufacturer’s instructions. We’ve noticed an increasing trend in the use of uncertified and untrained engineers working on our systems compromising safety. We’ve seen many instances of misdiagnosis of system faults and/or failure to replace system critical spare parts resulting in a loss of protection for the vessel and crew. In many cases, we’ve been retrospectively called to attend the vessel increasing the overall cost and disruption to the vessel itself.*

*We therefore hereby issue an update to our policy on the provision of support and spare parts to our customers, introducing restrictions to the support we give to untrained intermediaries. So from 01 October 2018:*

*We only sell spares to ship operators/managers who can supply the IMO number for the vessel & Martek certified and trained service partners.*

*From 01 October 2018 we will NOT supply spares to untrained intermediaries.*

*From 01 October 2018 we will NOT assist untrained intermediaries with free of charge troubleshooting support – a minimum charge of \$500 payable in advance will be applied to each request for assistance.*

*We will offer free remote troubleshooting to any end-user who has had a Martek Service in the past 12 months.*

*For end-users who have not had a Martek Engineer on board in the last 12 months, we must be provided with the most recent service report for any remote troubleshooting to take place and there will be a pro forma USD \$500 admin fee payable in advance.”*

If you have an aftersales request, please advise the owners to contact us directly, and we can supply the necessary parts and support.

Kindly note that this doesn’t prevent Martek from supplying calibration gas or consumable spares, as this policy is related to fixed gas detection systems and water ingress systems.

If you have any further questions please contact our Aftersales department by emailing [service@martek-marine.com](mailto:service@martek-marine.com).

Thank you for your understanding.