

SAILOR® CUSTOMER PROTECTION PLAN

Communication for life



The SAILOR Customer Protection Plan enhances the experience of choosing and using SAILOR equipment by enabling low-cost replacement of products in need of repair when the warranty period has expired.

The quality of SAILOR equipment speaks for itself. Users experience unmatched reliable operation and long-life spans, but should your product need replacing, the Customer Protection Plan gives you even more ease of mind and may reduce the cost of ownership.

How it works

Any out of warranty product included in the Customer Protection Plan that is in need of repair may be immediately replaced by your local dealer or Thrane & Thrane Partner. You will receive significant discounts on the brand new product and you will not have to wait for your existing equipment to be repaired. In addition, you will also receive a full new warranty on the new product.

Old for new

The Customer Protection Plan offers a very attractive discount* system when exchanging older faulty products for brand new products:

- 3rd year - 50% discount
- 4th year - 40% discount
- 5th year - 30% discount
- 6th year - 20% discount

Peace of mind

The Customer Protection Plan focuses on SAILOR products that are easily replaced in any harbour, including products that are vital to the safety and operational efficiency of any vessel. This gives you peace of mind in your ability to communicate at sea because your SAILOR products can be quickly replaced for a fraction of the cost of the list price, should a repair not be efficient in the advent of a technical issue. The Customer Protection Plan is offered to make sure your vessel can go back to operation as fast as possible.

Trust SAILOR

SAILOR products are proven to work reliably in the tough maritime environment but occasionally, you may need a product replaced fast. The Customer Protection Plan enables this to happen so when you choose SAILOR, not only are you getting the toughest, most reliable maritime communication products around; you get a commitment from Thrane & Trane to provide cost-effective, on-going communication for your vessel.

* Discount based on Manufacturers Suggested Retail Prices and therefore is exclusive of any duties and taxes.

Products covered by the Customer Protection Plan:

SAILOR SP3500 Portable Series

SAILOR 621x VHF Series

SAILOR 622x VHF Series

SAILOR 624x VHF Series

SAILOR 6301 MF/HF Control Unit

Thrane IP Handset

SAILOR 6006 and 6007 Message Terminal

SAILOR 61xx mini-C Components

- SAILOR 3027 mini-C Above Deck Unit
- Thrane 6194 Terminal Control Unit



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