

# ROTV Service Programmes

## MacArtney ROTV Systems



MacArtney offers a range of service programmes that have been designed to minimise costly downtime and ensure optimal performance during system deployment and operation.

The MacArtney ROTV system service programmes apply to both the winch itself and the appurtenant MacArtney ROTV vehicle.

Regardless of the specific programme package chosen, all service programme calls are performed by highly trained and experienced MacArtney technicians, who are happy to meticulously investigate and address all points of concern.

Beyond minimising the likelihood of system breakdowns and providing consistently high performance over the entire system lifespan, a MacArtney service programme is a prudent and safety-conscious step to take by owners and operators. This enables them to fully systematise service and support-related operations which will ensure more time and resources to focus on their core businesses.

### Scope of service calls

Service will cover the following procedures:

- Complete check-up of wear parts
- Check-up for signs of stress on all fastened parts
- Known points of concern addressed
- Health report on winch and vehicle
- Complete hull inspection of vehicle

### Packages available

Basic and full service packages.

### Places of service

Basic package: On site. However, for optimal vehicle service, a box of wear parts must be purchased and received on site prior to the call. In case of damage to the hull, a further call is required to assemble it upon repair.

Full package: In MacArtney accredited workshop.



**Tasks performed during service call**

<b>Winch parts</b>	<b>Basic</b>	<b>Full</b>
All grease points are checked	✓	✓
All wear parts are checked and replaced, as needed	✓	✓
Motor gears are checked and oil replaced/replenished	✓	✓
Bolts on moving parts are checked and torqued	✓	✓
Brake system on drum is inspected and adjusted	✓	✓
Oil and lubricants are replaced, if needed	✓	✓
Covers and cabinets are checked for leaks	✓	✓
Central lubrication system is cleaned and filled, if applicable	✓	✓
Operational functionality is checked	✓	✓
Operator safety equipment is checked and tested	✓	✓
Machine safety equipment is checked and tested	✓	✓
Electrical cabinet is checked	✓	✓
Slip ring is visually checked	✓	✓
Reported issues are fixed	✓	✓

<b>Vehicle</b>	<b>Basic</b>	<b>Full</b>
All motors taken out and renovated	✓	✓
Position feedback potentiometers replaced in all motors	✓	✓
All lubricants replaced or replenished	✓	✓
All bolts and fasteners checked for proper tightness	✓	✓
Flaps and steering mechanism checked and refurbished	✓	✓
Base cabling integrity tested out	✓	✓
All cable fix points checked and proven out	✓	✓
Hull inspection and clean-up	✓	✓
Tow hook-up proven out for integrity	✓	✓
Wear strip (if applicable) clean off and replaced	✓	✓
Protective anodes replaced	✓	
Operator interface checked and proven out		✓
In-depth and comprehensive report on on-board equipment		✓
Connectivity/telemetry check of both basic bottles		✓
Reported issues fixed, if quoted and ordered before arrival		✓
Duration service call	7 days	8 days

*These packages only service the basic vehicle functions. If service of any of the additional electronic equipment is required, please ask for a quotation.*