

Welcome to the January 2021 newsletter from SKIPPER Electronics AS.

Happy new year!

# New pricelist available:

Send your request for the latest pricelist to <a href="mailto:sales@skipper.no">sales@skipper.no</a>!

SKIPPER with new web pages!

Please enter www.skipper.no for our new web pages!

# New sensor production in house facility:

Over the years SKIPPER Electronics sensors have been made partly in house and partly by suppliers. We have now rebuilt our sensor production facility and brought all the sensor production home. This allows us to both increase our production and make it more effective. Several projects are also running to improve the sensors. We believe you will notice the difference in the months and years to come, both in delivery times, choice, and quality of products.



### **Remote service:**

As Covid-19 stretches out in time, we see more vessels accepting remote service. Our service and development teams are managing in many cases to solve problems remotely and manage to get the correct parts sent out to vessels. It's not ideal, but it is a very cost-effective way to fix your problems. We see this as another good tool out of our toolboxes, both now and in the future.

We can help both service companies with problems, and the crew directly. In some cases, we can send out a PC module, that can be installed over a longer period.

If you want to do this, you need a windows laptop (with admin privileges) with a LAN (Network) plug and a reasonable Wi-Fi connection. This plugs to the network port on your multi system, and with the help of a remote desktop (e.g., Any desk), our team will log in, install some software, and perform diagnostics and upgrades, and if necessary, log data. An alternative is to send data recorded on a USB stick during the problem period.

Contact <u>support@skipper.no</u> for more details.

## **Training Courses in 2020**

We are sorry to inform that due to the uncertain situation with the COVID-19, we have decided to cancel the SKIPPER technical trainings.

New dates for the training courses will be announced as soon as the situation has normalised.

We are planning new interactive web courses. Please send an e-mail with the courses you are interested in to <u>service@skipper.no</u>. If you have any questions regarding training courses, contact: <u>support@skipper.no</u>

## **COVID-19 delays**

Due to COVID-19 we now experience delivery delay from some of our suppliers. This may influence the delivery performance from SKIPPER onwards. We are sorry for the inconvenience this may cause! We do also experience increase in freight cost throughout the market!

Best regards,

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