

smiths detection

Global Service



www.smithsdetection.com

A woman with dark hair, wearing a headset, is smiling. She is wearing a dark red top with small white polka dots. The background is blurred, showing other people. A large blue rectangular box is overlaid on the left side of the image, containing white text.

At your service,
from solutions design
to disposal

Comprehensive aftermarket care at every stage of the product lifecycle is integral to the Smiths Detection total solution proposition.

Effective service and maintenance maximise the performance, uptime and life of your equipment and are fundamental to risk and financial management.

You can rely on our highly qualified team to deliver consistently high standards - including OEM (Original Equipment Manufacturer) spare parts and an established price structure.

SMITHS DETECTION GLOBAL SERVICE AND AFTERMARKET

PEACE OF MIND FOR CUSTOMERS

 Global coverage	 24/7/365 support
 Operational and cost efficiency	 Access to advanced technology solutions
 Performance upgrades	 Increased uptime
 Qualified and experienced service team	 Value for money — equipment life extension

Leading the World

Smiths Detection Global Service & Aftermarket teams are setup to mitigate risk and maximize uptime with fast and outstanding support. There is a broad choice of aftermarket programmes including individually tailored packages.



Dedicated to supporting you, we have over 750 highly skilled Field Service Engineers and Technicians based globally in 190 countries.

Our team is available around the clock - ready to help ensure your operations meet the highest possible security, safety and performance standards.

In addition to an in-depth understanding of the industry, your business and Smiths Detection equipment, our teams are trained to maintain products from third party providers (walk through metal detectors and more).

We are committed to getting the right parts to the right place at the right time via 350 stocking locations in 95 countries.

Our global inventory is held at key distribution centres in the USA, Germany & Singapore and in Forward Stock (FSL) and Stock on Site (SOS), strategically positioned to support the install base and service contracts.

We offer 24/7 all year round, same day and next business day services (Next Flight Out) in the USA.



Always Ready

The Field Service Engineers and Technicians are supported by an experienced supply chain team leveraging the latest tools and technology to drive efficiency, maintain full control of parts and enable effective preventative maintenance.

Lifelong Support

From the moment your new equipment is installed until it eventually reaches decommissioning and disposal, Smiths Detection Global Service & Aftermarket provides the care, maintenance and upgrades needed to ensure the best possible return on your investment.



FROM DAY ONE

A flexible range of standard aftermarket contracts cover corrective maintenance; preventative maintenance; digital solutions to monitor equipment health; on-site training; upgrades to meet new regulatory and security standards; and much more. They deliver predictable maintenance costs with service and labour rates specified in advance for maximum price transparency.

All support can be customised to suit individual operations including an on-site field service team based at your location.

Whether choosing a fully tailored package or a standard product, you will experience an unrivalled level of expertise and a firm commitment to reducing any potential disruption.

THROUGHOUT LIFE

Our rigorous manufacturing processes and quality control procedures sustain the highest levels of detection and the lowest level of false alarms. Using authentic spares and consumables, Smiths Detection Global Service & Aftermarket helps to maintain the integrity and performance of equipment and supports its long-term life.

Midlife upgrades also extend equipment life; elevate operational and security standards; and maximise the original capital investment. Upgrading existing equipment to meet new regulations and take advantage of evolving technologies is a very sustainable alternative to purchasing new equipment.

To ensure customers are not impacted when equipment is discontinued, Smiths Detection Global Service & Aftermarket provides full support and parts throughout the equipment's service life.

TO DECOMMISSIONING AND DISPOSAL

When a system finally comes to the end of its life, Smiths Detection Global Service & Aftermarket offers a complete decommissioning and disposal service - protecting both the security of your data and the environment. We understand the complex requirements of waste management and act in full compliance with local regulations, including **Waste Electrical and Electronic Equipment (WEEE)** Directive. Robust data management plans when required prevent data breaches by ensuring all sensitive information is securely removed from your systems.

Our **disposal programme** strictly adheres to handling and recycling guidelines for batteries and other hazardous materials (such as leads or radiation sources). We also take a sustainable approach to technology lifecycle management and reducing the demand for new raw materials by recovering and repurposing valuable resources. Where possible, component parts and complete units are repaired and refurbished for further use.

At Smiths Detection, we constantly seek to improve our environmental, social and governance sustainability performance wherever possible and to the benefit of our customers.

In Smiths Detection's financial year 2023, we decommissioned and disposed nearly 400 pieces of equipment, and more than 7,000 reworked parts were consumed in service.

Smiths Detection has a dedicated, proactive, responsive and trusted team ready to deliver consistently best-in-class service and maintenance across the globe.

Contact us now to discuss an exceptional aftermarket care package for your operation.



Contact us

For product information, sales or service, visit:
www.smithsdetection.com

or get in touch:
info@smithsdetection.com

<https://www.smithsdetection.com/service/#contact>

Smiths Detection is a global leader in inspection and detection technologies for the air transport, ports and borders, armed forces and urban security markets. With more than 70 years of experience in the field, we offer the necessary solutions to protect society from the threats posed by explosives, prohibited weapons, contraband, toxic chemical agents, biological threats, and narcotics - helping to make the world a safer place.