

EXPANDING CUSTOMER SUPPORT CAPABILITIES WITHIN THE MIDDLE EAST REGION

KADDB has been a certified WESCAM Authorised Service Center (WASC) since 2012. To support customers within the Middle Eastern region, WESCAM has partnered with KADDB. Based out of King Abdullah Airbase in Jordan, KADDB's service facility offers MX™-Series customers an essential level of service and support.

Who is KADDB?

The King Abdullah II Design and Development Bureau (KADDB) is an independent government entity within the Jordan Armed Forces (JAF). The scope of work conducted by the Bureau covers the full spectrum of Defence Design and Development, Test and Evaluation, Technology Incubation in the Kingdom, as well as Defence Technology Training.

KADDB & WESCAM:

Cited as an important resource in delivering convenient aftermarket services and support to regional customers, KADDB provides maintenance and repair capabilities for WESCAM's MX-10 and MX-15 EO/IR turret models at an Intermediate Basic service level.

This service level enables 70 to 75 percent of all repairs to be completed at KADDB's location, coupled with technical training and technical support available by phone or email or through remote diagnostic evaluation via satellite and/or internet connection.

An upcoming expansion of the facility is being planned, with investments in tooling and testing equipment. This growth will offer customers a broader level of support and enable WESCAM's Intermediate Advanced service level maintenance functions to be performed from this location.

Intermediate Advanced service provides additional benefits above the Basic level service offerings, such as the ability to service 95 percent of all repairs from a WASC location, alongside the implementation of significant infrastructure to support increased repair capability.



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L-3 WESCAM'S TEAM OF AUTHORIZED SERVICE CENTERS

Designed and manufactured in accordance with our ISO 9001:2000 certified quality system, WESCAM has the facilities, staff and supply chain in place to manufacture and support its imaging line, microwave line, and integrated system solutions for the long term.

In conjunction with the establishment of future Service Centers, WESCAM is investing heavily in:

- Equipment & infrastructure for items such as MX™ loaner systems, spares inventory, test and diagnostic equipment
- An increased service presence to provide local and in-depth support
- A remote modem diagnostic capability and on-line status reporting for immediate customer support

As a result, WESCAM can ensure faster response and repair turnaround times, minimum downtime, maximum operational availability and increased customer satisfaction.

As the company's install base of equipment expands, WESCAM continues to expand its global footprint by partnering with leading service providers to create strategically located WESCAM Authorized Service Centers (WASCs) around the world.

KADDB is just one of WESCAM's Authorized Service Centers. Others can be found in:

- Abu Dhabi, UAE
- Aranjuez, Spain
- Amman, Jordan
- Burlington, Canada
- Cairns, Australia
- Donauwörth, Germany
- Fort Lauderdale, USA
- Gloucestershire, UK
- Lapalisse, France
- Quito, Ecuador
- Riyadh, Saudi Arabia
- Rome, Italy
- Santa Rosa, USA
- Telford, UK
- Tokyo, Japan

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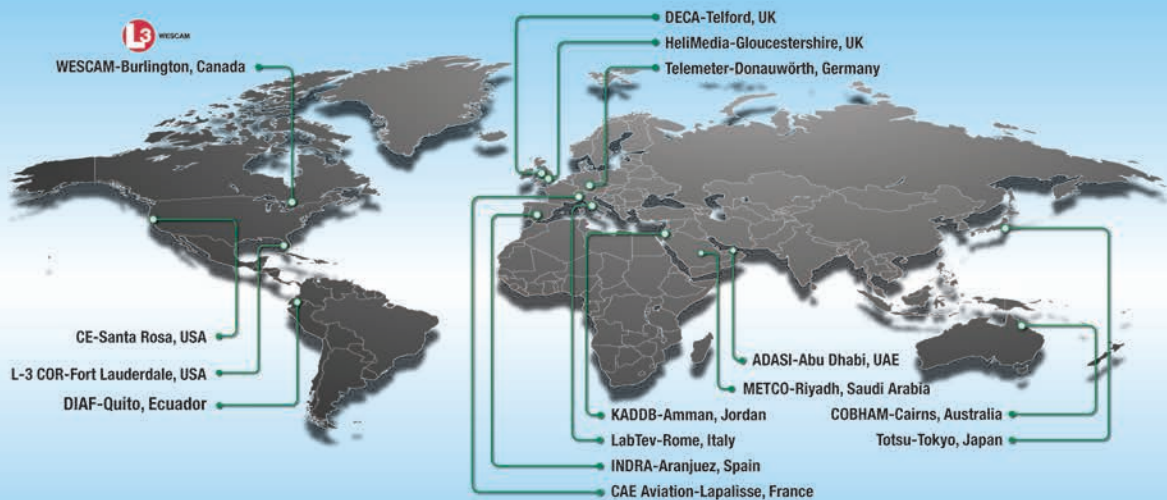
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