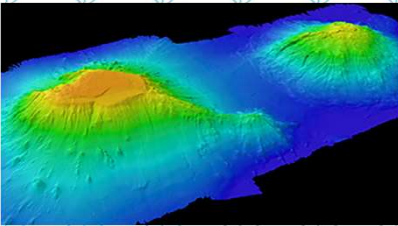


# EM 302



## Kongsberg EM<sup>®</sup> 302 News Bulletin

EM<sup>®</sup> 302 ENTERS LIMITED MAINTENANCE PERIOD

Kongsberg Maritime aims to provide support to current and previous generations of products. However, the availability to key components is a limiting factor for support over time.

Consequently, Kongsberg Maritime ceased production of the EM 302 in 2018. There will be no future development of the software for the system, but bug fixes will continue for the duration of the maintenance period.

Customers with on-going Service Level Agreement will still be provided support for their systems. No new Service Level Agreement can be signed.

EM 302 as a product is replaced by EM 304.

EM<sup>®</sup> is a registered trademark of Kongsberg Maritime AS in Norway and other countries.

### Support information

Should you need support for your EM 302 you must contact a Kongsberg Maritime office. A list of all our offices is provided on our website. You can also contact our main support office in Norway.

A 24-hour telephone support service may also be available depending on your Service Level Agreement.

- Company name: Kongsberg Maritime AS
- Address: Strandpromenaden 50, 3183 Horten, Norway
- Website: <https://www.kongsberg.com/maritime>
- E-mail address: [km.hydrographic.support@kongsberg.com](mailto:km.hydrographic.support@kongsberg.com)

### EM 302 support plan

Transducer modules can be replaced for the entirety of the product's life expectancy as these are still being produced.

The availability of transceiver unit spare parts is limited.

Transceiver Units can be repaired at factory until 1 January 2028 if the necessary spare parts are available. Contact Customer Support.

A possible upgrade path is a new EM 304 transceiver using existing EM 302 transducer modules.

Reservation: Due to possible obsolescence in materials and components, availability of parts and prices are subject to change.