



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

Company profile & Technical service proposal.



This document is MINSTECH's proprietary and must be handled confidentially. This document may only be used for MINSTECH's purposes. Use or disclosure of this document, or the information comprised herein, for any other purpose, is strictly prohibited without prior written authorization from MINSTECH



MINS Technologies Inc.

Marine Information & Navigation Systems
www.minstech.com

Dear Sir / Madame.

Thank you for your expressed interest in using MINS services.

As an Orbit official dealer and advanced service center - we are pleased to submit this proposal in response to your enquiry and look forward to working with you in order to provide the best possible solution.

We hope that the information submitted in this proposal will help with your evaluation process and planning.

For any questions or additional information, please do not hesitate to contact us for clarification or assistance.

We thank you for your consideration and look forward to working together.

Best Regards.

Alexander Goldenberg

CEO

1. Company Introduction

MINSTECH

MARINE INFORMATION & NAVIGATION SYSTEMS

2546 Seablush Dr., Nanoose Bay, V9P 9E4,
British Columbia, Canada

| ☎ +1 (250) 821.3385

| @ info@minstech.com



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

MINS Technology was established in 2006 as a small business located in Netanya, Israel. We started our way from manufacturing a small line of electronics, marketing these products online and through several overseas dealers.

The same year, MINS founder has joined ORBIT Communications Ltd. filling a position in sales & marketing department as customer support engineer for marine products.

The Company has relocated to Canada in 2010, becoming MINS Technologies and incorporated in 2012 as MINS Technologies Inc.

There are three main business directions which MINS is heading to:

- Marine Satellite Communications.
- Marine Electrical and Electronic Services for local Canadian fleet.
- Electronic production of communication devices.

The revenue generated by MINS is growing in large progression, and has been increased by 600% in the last three years.

We still consider ourselves as small business with 5 employees at the Head Office as well as **six** overseas (USA, Russia, Italy, France, Australia, Greece) support teams.

2. Certifications and references

MINS technical staff is certified for major ORBIT key-products, which gives us the technical and legal ability to provide any possible service on behalf of that particular manufacturer.

Additionally, we are authorized by ORBIT Communications Ltd. to provide technical training for third party technical staff including holding exams and applying for ORBIT certificates for successful training candidates.

MINS technical personnel are **SeaTel** certified for VSAT key products (40XX & 97XX models). We are **Intellian** certified as well, including V100 & V240 series.

During the past few years we have succeeded to approach and work for the World SATCOM leaders as well as a number of large fleets (clients). That is why we are holding a solid folder of references, which may be provided upon request.

3. Company targets

We see our role as continuing outstanding support for ORBIT Marine Communications systems around the globe, maintaining appropriate technical and marketing activities and holding solid spare parts stocking for ORBIT key products.

As loyal believers in excellence of ORBIT products, we intend to take steps in expanding these products on the maritime market.

At the same time we would give a loyal hand to our customers who need help with other marine SATCOM brands (SeaTel & Intellian) if such help should be requested.



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

We consider International maritime communications as dynamically growing market and have become a solid player on that market, keeping the company structure and company philosophy as small and economically-efficient business.

We hope to stay on the market for decades and build long-term relationship with our clients and partners.

4. Why choose MINS

We base our vision of Marine SATCOM business on simple consideration that marine communication systems are state of the art complexion of electro-mechanical, RF and software devices that require deep knowledge, years of experience and extensive work with such complicated equipment.

Casual, “overnight” players may make the best product to be compromised with wrong planning, bad installation or unprofessional maintenance.

- **MINS personnel came “from the sea”**. We have approximately 100 years combined sea experience as NAVY officers, merchant fleet radio operators and fleet managers.

- **MINS is a trusted ORBIT dealer**. We have accomplished many unique projects on behalf of ORBIT. We speak the same language – verbally and technically. We are talking by part numbers, drawings, graphs and system files.

- **MINS manage closed to \$0.5M spare parts stock**. We succeeded in drastically minimizing the “RFQ to shipment time “. Most of the frequently used parts are available immediately.

- **We have our own LRU repair circle**. MINS refurbished parts are supported by acceptance test protocols and are subject to MINS warranties.

- **We know ORBIT VSAT & TVRO systems on the part/board/component level**. Our systems and projects database contain unique technical information.

- **MINS has a very unique experience in managing projects Internationally**.

That is one of the major benefits we may offer to our clients or partners.

We know the World and the realities of the modern International trade, where every logistical or legal aspect is very important for timely and successful project final.

- **Our prices are reasonable and very competitive**.

- **We have developed MINS own programs of the fleet maintenance**. Such programs



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

have determined the way and the costs of keeping existing fleet of the satellite systems in a good working order. Such programs have successfully implemented on two customer fleets at the moment and we are looking for new similar projects. We are looking for service contracts.

5. Our services

- **Service contract to support a fleet of systems or a single antenna.** That type of service may be considered as the most beneficial for both parties – our organization and the client. The typical service contract describe our responsibilities to provide priority services for such clients and specify the maximum time between the service call and the technician arrival onboard the vessel.

We will be contracted to maintain an exact, minimal amount of spare parts required for your fleet. Our responsibilities are to purchase such parts on our account and hold it in our possession. The parts will always be ready for immediate dispatch or shipment upon request.

We will manage the fleet folder and every system folder updated, tracking all necessary technical data, including service history, planned repairs, updates and preventive maintenances.


Your responsibility as a client comes to timely funds deposit on our account upon service agreement signed or per our monthly invoice. Technical difficulties will no longer be your concern.

- **Technical audit.** This type of service may be implemented while the client approaches a system with a new vessel/site or to make an order for their assets. You may be interested in knowing the system's current technical shape in order to take the appropriate managerial or purchase decisions. The audit consists of a visit onboard the vessel/site, system inspection and tests. By the end of the service you are getting the system audit report and our recommendations. We will base our opinion on the OEM specifications and recommendations.

- **On call system repair.** A trivial type of service which is a standard industry accepted practice. The only difference MINS makes - **we dedicate a solid amount of time to determine the fault nature and all possible scenarios before we dispatch.** We talk to the crew and collect all possible information, to ensure we take the proper tools and parts. We choose the best way and location to approach the ship and get the system back online as soon as possible.

- **LRU repair.** MINS in-house "Line Replaceable Unit" repairs usually apply to out of warranty parts. However, we may be authorized to deal with parts under the warranty

MARINE INFORMATION & NAVIGATION SYSTEMS

 2546 Seablush Dr., Nanoose Bay, V9P 9E4,
British Columbia, Canada

MINSTECH

|  +1 (250) 821.3385

|  info@minstech.com



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

by getting a special ORBIT permission.

The major benefit of MINS in-house repairs is dramatic reduction of the process times.

Often the unit gets fixed and shipped back to the client – within three business days.

All of the refurbished parts are subject to Acceptance Test Procedures originated by the manufacturer and modified by MINS. We do not provide any repair to the unit if we don't have the absolute ability to test it and prove the acceptance.

We apply appropriate warranty to the refurbished products.

- **Spare parts sales.** We sell both brand new and used parts acquired in ORBIT, while enjoying our dealer/partner special discounts. MINS holds a solid stock of these parts, purchased in advance or returned to the stock after repairs.

All parts acquired from ORBIT are subject to the ORBIT limited warrantee.

We maintain some limited stock of obsolete ORBIT products and parts.

- **New system sale and installation.** As official ORBIT dealer we will be more than happy to supply brand new or pre-owned satellite system to our end-user or valued partner. We are absolutely ready to handle the whole cycle project including the site survey, installation engineering, system purchase, delivery and integration onboard any ship Worldwide. We have been doing this for almost a decade and have earned a unique experience in doing this.

As mentioned earlier – the company revenue is oriented on providing technical support services. Our target as the SATCOM system seller – is to provide cost-effective installation, to save your money and to generate our revenue by supporting these installations and selling spare parts.

6. Warranties

MINS Technologies is committed to providing the highest level of customer service and satisfaction. We highly appreciate our relationships with our clients and partners.

That is why we have developed the company warranty policies based on our ability and aspiration of protecting these relationships in case of our failure.

Technical service limited warranty rule - The work done by MINS technical staff is warranted for a period of 60 days. Should the system failure return during this time – we will come back to the site and take all labor and travel time on MINS account. The limitation comes with the consideration that nobody has provided any attempts to fix the problem by physical intervention into the system hardware and configuration settings.

As far as we take all of the labor and parts expenses on our account, we would kindly ask the customer to handle (pay) for all travel expenses including flights, accommodation and meals during that particular return service.



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

The parts limited warranty - MINS provides 6 months warranty to all new or used parts shipped from our warehouse. We replace failed parts with identical ones, if the installation of this part has been provided by ORBIT certified technician. We would kindly ask the client to provide the name of the Technician as well as a copy of installation/replacement service report signed by the vessel representative. We may ask the failed components and parts be returned to MINS at your cost.