



Orga Signal
Strickledeweg 13
3125 AT Schiedam
The Netherlands

Postal address
P.O. Box 3046
3101 EA Schiedam
The Netherlands

+31 (0)10 208 5588

info@orgasignal.com
www.orgasignal.com

Questions & Answers in relation to Orga Signal and Tideland Signal

Question 1:

I have an Aids to Navigation product which has failed and is still in the warranty period. Can I get a replacement item?

Answer 1.1 – If the product is covered by the warranty policy of the former Tideland Signal company and available in their warranty stock, Orga Signal will be able to supply this product. In order to determine your requirements, please send your detailed enquiry to info@orgasignal.com.

*Answer 1.2 - If the product is covered by the warranty policy of the former Tideland Signal company and **NOT** available in their warranty stock, Orga Signal will do its utmost to supply this product or provide you with a suitable alternative solution. In order to determine your requirements, please send your detailed enquiry to info@orgasignal.com.*

Question 2:

I have an Aids to Navigation product which has failed and is outside the warranty period. Can I get a replacement product?

As we have now managed to restart production for a large part of the commonly used Tideland Signal product portfolio, we can most probably provide you with a replacement product or suitable equivalent.

In order to determine your requirements and scope, please send your detailed enquiry to info@orgasignal.com or your known contact within Orga.

Question 3:

I have a Tideland Signal Aids to Navigation product that needs to be repaired. Can I ship this product to Orga Signal for repair?

Answer 3.1 – If the product is covered by the warranty policy of the former Tideland Signal company, we will investigate if the product can be repaired or replaced with a new product. In order to determine your requirements, please send your detailed enquiry to info@orgasignal.com or your known contact within Orga.

Answer 3.2 – If the product is not covered by the warranty policy of the former Tideland Signal company, we will investigate if we can supply this product or offer you an equivalent solution. In order to determine your requirements and provide you with a quotation, please send your detailed enquiry to info@orgasignal.com or your known contact within Orga.

VAT No. NL861598258B01

Orga Signal is statutorily seated in Schiedam and registered under No.80233619 with the trade register of the Chamber of Commerce in Rotterdam.

Our general conditions of sale, delivery and purchase filed at the Chamber of Commerce Rotterdam are applicable to all our agreements and can be consulted via www.orgasignal.com.

Question 4:

I have a Tideland Signal Aids to Navigation product or system that is out of date and needs to be replaced. Is Orga Signal able to offer me a replacement system?

We would be happy to assist you with your request. In order to determine your requirements, please send the detailed project information, including details of the solution currently installed, technical specifications and requirements to info@orgasignal.com or your known contact within Orga.

Question 5:

I need a Service Engineer for commissioning, preventive maintenance or trouble-shooting of my Tideland Signal Aids to Navigation system. Can Orga Signal provide this service?

The Orga group has a worldwide service team which is able to provide service on Aids to Navigation products. In order to determine if and/or how we can assist you, please send your detailed enquiry to info@orgasignal.com or your known contact within Orga.

Question 6:

I placed an order before 31 July 2020 with Tideland Signal for the supply of materials. Is Orga Signal responsible for the delivery of that order?

No. All orders placed with Tideland Signal before 31 July 2020 are handled by the Tideland Signal team. Please approach your former Tideland Signal contact person about the status of this order. If this person is no longer available, please send your question to info@orgasignal.com, so that we can assist you.

Question 7:

I was an agent, distributor or partner of Tideland Signal in the past. Did Tideland Signal automatically transfer the former agreements to Orga Signal?

No. Agreements of Tideland Signal were not automatically transferred to Orga Signal. However, if you could send the scope of your former agreement to info@orgasignal.com or your known contact within Orga, we can discuss if a future agreement would be beneficial to both parties. As we are sure you will understand, we need some time to review all these agreements. However, we will try to get back to you as soon as possible.

Question 8:

Our organization had a frame agreement with Tideland Signal for the supply of products. Did Tideland Signal transfer these contracts to Orga Signal and can I order products or services from this contract?

No. Agreements of Tideland Signal were not automatically transferred to Orga Signal. However, if you could send the scope of your former agreement to info@orgasignal.com, we can discuss the possibilities for a future agreement. As we are sure you will understand, we need some time to review all agreements. However, we will try to get back to you as soon as possible. Concerning specific requests for products please send your requirements to info@orgasignal.com or your known contact within Orga..

Question 9:

I have bought a Helideck Lighting or Aeronautical Obstruction Lighting system from IMT/Tideland Signal in the past. Can Orga Signal provide spare parts or replacement products for these?

Orga Signal only acquired the Aids to Navigation package of Tideland Signal and not the Helideck and Aeronautical Obstruction Lighting packages. However, we would be happy to investigate if we are able to assist you within the Orga group. In order to determine your requirements and provide you with a quotation, please send your detailed enquiry to info@orgasignal.com or your known contact within Orga..

Question 10:

In the past I bought Aids to Navigation equipment from the Julius Signal range of the former Tideland Signal group. Can Orga Signal provide products and services for this product range?

Orga Signal did not acquire the Julius Signal product range of the former Tideland Signal scope. For Julius Signal products, please visit www.julius-marine.com

Question 11:

How can the Orga group guarantee the quality I'm used to with Tideland Signal?

All original Tideland products are manufactured in the Houston factory by experienced people. We strive to reach the highest quality level. Please let us know if any difference in quality of products may occur!.