



## **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](mailto:info@orgasignal.com).*

*Answer 1.2 - If the product is covered by the warranty policy of the former Tideland Signal company, but the product is no longer available in the Tideland Signal warranty stock, Orga Signal will do its utmost to provide you with a suitable alternative solution. In order to determine your requirements, please send your detailed enquiry to [info@orgasignal.com](mailto: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?**

*At this moment we can only provide parts and products for valid warranty demands. In the coming period we will investigate if we can re-start production of the Tideland Signal product line or if we can offer you a suitable alternative within the Orga Group. In order to determine your requirements and scope, please send your detailed enquiry to [info@orgasignal.com](mailto:info@orgasignal.com)*

### **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](mailto:info@orgasignal.com).*

*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 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](mailto:info@orgasignal.com).*

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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](http://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](mailto:info@orgasignal.com).*

**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 we can assist you, please send your detailed enquiry to [info@orgasignal.com](mailto:info@orgasignal.com)*

**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](mailto: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](mailto:info@orgasignal.com), 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 organisation 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](mailto: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](mailto:info@orgasignal.com).*

**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](mailto:info@orgasignal.com).*

**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. However, we would be happy to investigate if we are able to assist you within the Orga group. In order to determine your requirements, please send your detailed enquiry to [info@orgasignal.com](mailto:info@orgasignal.com).*