Livewire Connections has launched a new section on its website, designed to help users locate spare parts for their Sea Tel VSAT and TVRO antenna systems.

The user is able to search by description e.g. belt or LNB, by antenna type, or by the product code. Using any one of these filters a list will appear of all the kits available for that particular antenna.

In addition to a description, pictures have been included for almost every part, to make it easier to identify exactly what is required.

There is a breakdown of the parts in each kit, as well as fitting instructions to assist in replacement.

Additionally, the new website section identifies parts which are suitable for old as well as new antennas. The company says that this can be useful in sourcing parts for antennas which are out of warranty or where a ship has been sold and specific information has not been transferred.

“Livewire Connections is a main Sea Tel dealer and the company has been working hard to make it easier for our customers to locate information, pricing and availability on the Sea Tel spare parts they need to support their equipment,” said David Walker, sales director, Livewire Connections.

“This is proving to be a very effective solution.”

Livewire says that the next phase of development of the service will see the company able to offer online ordering and delivery for a substantial number of parts which are held in stock.