

Sterling Field Support Center (SFSC)

The Sterling Field Support Center (SFSC) provides a critical service to the National Weather Service (NWS) field community through use of their years of knowledge and experience gained through extensive sensor and system testing and maintenance. The SFSC has assisted the field since 2009 with the deployment and operation of the Fischer Porter Rebuild (FPR) rain gauges.

When you have an operational or maintenance anomaly or a system failure on a COOP system, phone the SFSC, 8:30am – 5:00pm, Monday – Friday, on 703-661-1268; or e-mail them, nws.sfsc@noaa.gov.

Before calling SFSC, write down the issue or question and inform your Regional COOP Manager by phone or email.

All emails and phone calls received during the hours of operation will be responded to in a timely manner. Emails received during non-operation hours will be returned in the order they are received on the following day in which the facility is open. The SFSC is closed for all federal holidays.

SFSC Contact Center Information:

Main Line: 703-661-1268

Back-up Line: 703-661-1293

Email: nws.sfsc@noaa.gov