

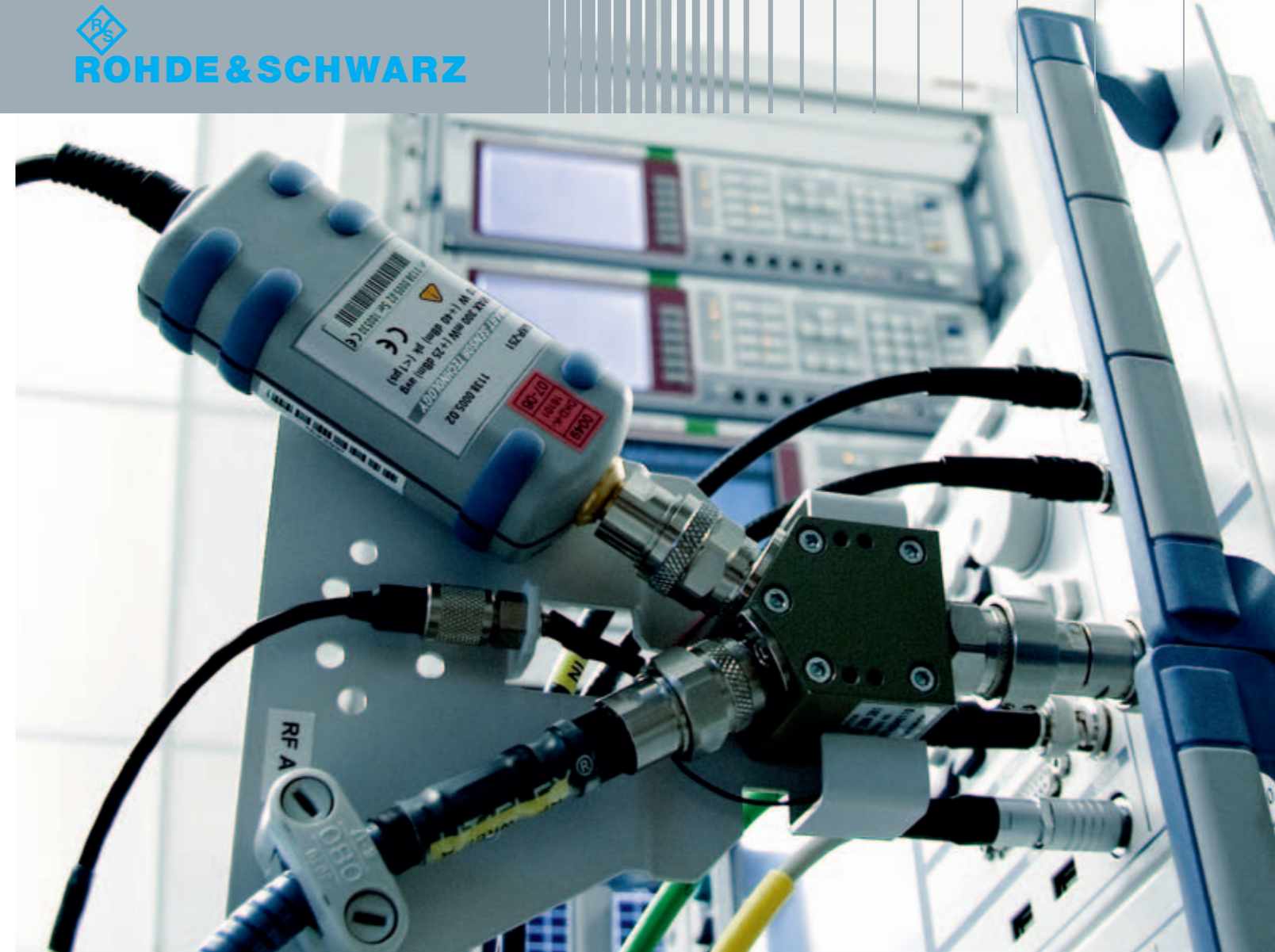
**Customer Support**

Europe, Africa, Middle East | +49 89 4129 123 45  
customersupport@rohde-schwarz.com  
North America | 1 888 837 87 72 (1 888 TEST RSA)  
customer.support@rsa.rohde-schwarz.com  
Latin America | +1 410 910 79 88  
customersupport.la@rohde-schwarz.com  
Asia/Pacific | +65 65 13 04 88  
customersupport.asia@rohde-schwarz.com

[www.rohde-schwarz.com](http://www.rohde-schwarz.com)

# Service you can rely on

- | Worldwide
- | Local and personalized
- | Customized and flexible
- | Uncompromising quality
- | Long-term dependability





Dear Customer,

At first glance, tradition and high-tech don't really seem to fit together. Rohde&Schwarz, however, has shown that these two concepts can make a perfect match: For more than 75 years, it has been the company's tradition to explore the limits of what is physically feasible in generating and measuring electronic signals. As a manufacturer, we have always proved that our products comply with the relevant specifications. We provide this proof with the calibration certificate issued by our service centers. As a matter of course, we apply the same high technological and quality standards that we demand of our products. We know that low calibration costs are the crucial factor when it comes to total cost of ownership. And we are also aware of the high demands placed on our equipment and the necessary scope of measurements. Moreover, we will not accept compromises on quality for the sake of costs. This is why we offer efficient, favorably priced calibration solutions to our customers. These solutions are implemented in the test procedures running on our automatic test systems worldwide. Our driving force is your satisfaction over the complete life cycle of our products. This is yet another tradition at Rohde&Schwarz.

Dr. Klaas Hoekstein  
Director of International Service

## Service you can rely on

### Contractually assured services

**Rohde&Schwarz offers full-range service at your command. You can mix and match our services according to your technical and budgetary requirements.**

#### Service contracts

As the original equipment manufacturer (OEM), we provide the most qualified, responsive and thorough service available. Customer care is especially important to us. We support you with services tailored to your needs:

- Short and reliable turnaround times
- Efficient logistics for pickup and return of your equipment
- High spare-part availability
- Flexible adjustment of terms during the contract period
- Services tailored to your needs

#### Service options

Service options are powerful service contracts that are offered exclusively when you purchase a new product. Taking advantage of a service option ensures optimum performance and availability of your Rohde&Schwarz product at low, predictable operating costs.

#### Asset management

Our service portal allows you to manage all your measurement instruments serviced by Rohde&Schwarz. Register for your secure account at [http://www.rohde-schwarz.com/service\\_portal](http://www.rohde-schwarz.com/service_portal) and request access to the service portal. Once your request is processed, you can access the key data of your instruments and check the status of current service jobs.

## Mix and match according to your requirements

### Calibration | Repair

#### Factory standard calibration

- Full calibration (ISO 17025 conformant), returning the instrument to the same state as when it originally left the factory
- Traceability to national/international standards
- Certificate and test report
- Software updates and hardware modifications included
- Instrument adjustment

#### Accredited calibration

- Same features as factory standard calibration
- Directly traceable calibration in accordance with ISO 17025
- Controlled by national accreditation authority (NIST, DKD/DAkKS)
- Certificate and test report
- Software updates and hardware modifications
- Instrument adjustment

#### Performance calibration (only available under service contract)

- Competitive price
- Complete measurement of all specifications as with factory standard calibration
- Certificate and test report
- Quality-related software updates and hardware modifications
- No instrument adjustments

#### Adjustment

- Includes adjustment and incoming equipment test report
- Can only be ordered in combination with performance calibration

#### Standard price repair

- Fixed repair price which covers the cost of materials and work performed
- Twelve-month service warranty on the entire equipment (does not apply in case of improper handling or alteration of the equipment)
- Calibration in line with ISO 9001 including documentation of test results

- Latest hardware and software updates
- Pickup and return of the equipment (only for shipping by a Rohde&Schwarz logistics partner in the country of the Rohde&Schwarz service organization)
- If it turns out that only little work and material are needed to eliminate the fault, you pay merely a small lump sum instead of the standard price

#### Time and material repair

- Repair based on the amount of material and work required to repair the equipment
- Twelve-month service warranty on the work performed

### Rohde & Schwarz service offers you further advantages

#### + Service request

Service from the start – higher efficiency, smooth handling and greater visibility through on-line tracking. Just call or visit our website at <http://rohde-schwarz.com/RMA> to register your instrument. You will immediately receive shipping instructions, the service reference number, preliminary service pricing options and the estimated turnaround time via e-mail.

#### + Service for TPM (third party maintenance) products

Rohde&Schwarz also offers the services mentioned here for TPM products.

#### + On-site calibration

You can opt for on-site calibration of your Rohde&Schwarz equipment and TPM products. On-site calibration is convenient and reduces downtime to the absolute minimum. Various calibrations and minor repairs can be performed at your company; minimum quantities apply.

#### + Pickup service

On request we pick up your equipment at your company. We can also arrange for the packaging.

#### + Loan equipment

Your local service center can offer a loaner to bridge the repair time – subject to availability.

#### + Service order tracking

The [www.servicestatus.rohde-schwarz.com](http://www.servicestatus.rohde-schwarz.com) portal allows you to verify the repair or calibration status of your instrument. Service order tracking provides effective transparency. You only need the service reference number and the serial number of your equipment to track its status.