

Rohde & Schwarz

Service partner program



Partnership
at eye level:
Rohde & Schwarz
offers customized
service partner
programs. Come
and join them.



The success of a mission depends on the reliability, security, availability and future-readiness of the communications equipment.

The airborne communications and encryption systems from Rohde&Schwarz provide all these features.

Every system and every device requires expert maintenance to ensure its availability in missions throughout the entire product lifecycle and useful life. It may be crucial to your success to perform part of the maintenance work yourself – directly and flexibly using the infrastructure of your own organization and the know-how of your staff.

This is why Rohde&Schwarz has a wide range of support offerings: the service partner program. As a service partner of Rohde&Schwarz, you are able to service

your Rohde&Schwarz airborne transceivers on your own. The scope of services is tailored to your requirements and expectations.

The Rohde&Schwarz service partner program lets you benefit from a flexible service concept that ensures the availability of your devices and makes use of your own staff and infrastructure.

The following pages will give you an overview of the Rohde&Schwarz service partner program. Contact us – we will be happy to develop a custom solution together with you.

Ready to fly

The main aspiration of Rohde&Schwarz is to deliver high-reliability, high-availability radiocommunications solutions that support the operational effectiveness and security of the armed forces during missions. The high performance and long life of the products on the one hand and the service partner program on the other help you to self-maintain your Rohde&Schwarz devices. Benefits at a glance:

Flexible service that meets your requirements

Even the best devices need regular maintenance and examination. The Rohde&Schwarz service partner program gives you full independence to plan the performance of service and maintenance work according to your needs and the necessary service intervals. This enables you to continue your missions without any restrictions and to minimize service and maintenance time.

Manufacturer-independent maintenance

You know your tasks and requirements best. The service partner program enables you to enhance your internal know-how and develop it as required. Self-maintenance without intervention from the manufacturer's technicians makes optimal use of the available staff and infrastructure and enables you to quickly check, repair and test your devices without long waiting time.

Transparent and predictable operating costs

Always keep an eye on costs. Depending on your service partner agreement, you can carry out regular preventive and corrective maintenance on your devices as well as software updates on the test equipment on your own whenever you wish. This means that the logistic effort is transparent and minimal and contributes to keeping lifecycle costs low.

A strong partner at your side

We believe in long-term, trusting partnership. A competent team of experts at your local Rohde&Schwarz representative or at headquarters (remote support via trusted remote infrastructure) is ready to answer your questions regarding your Rohde&Schwarz products and the associated test system.

Our experts are of course familiar with the special hardware and software requirements in the field of avionics.

Cross-product service offerings

Did you know that the service partner program covers not only the R&S®M3AR family of airborne communications equipment, but also all other R&S®M3XR software defined radio products, such as the R&S®M3SR stationary/shipborne radios or the R&S®M3TR tactical radios? If you wish to learn more, just contact us.

The Rohde & Schwarz service partner programs at a glance

To benefit in the long term from the functionality and accuracy of your radio equipment, you can choose from our range of service partner programs – all tailored to your requirements for operational deployment or for system integration support.

Select the basic organizational level (O-level) service for scheduled maintenance including functional testing or the enhanced intermediate level (I-level) for repair including the replacement of device modules.

O-level (organizational level)	I-level (intermediate level)	D-level (depot level)
<ul style="list-style-type: none"> ▪ Built-in test ▪ Verification of device functionality ▪ Scheduled maintenance ▪ Calibration 	<ul style="list-style-type: none"> ▪ Device repair ▪ Replacement of modules ▪ Temperature test 	<ul style="list-style-type: none"> ▪ Repair down to component level ▪ Work performed by Rohde & Schwarz

You can choose the service level that meets your special requirements and also combine your expertise with that of Rohde & Schwarz.

End					End
End user	Replacement of units	Conformance testing	Replacement of modules	Repair of components	Rohde & Schwarz as manufacturer
	Oscillator calibration and re-adjustment	Sw/Fw reload			
O-level		I-level		D-level	
Examples					
Service partner / Self-maintainer		Rohde & Schwarz			
Service partner / Self-maintainer			Rohde & Schwarz		
Self-maintainer		Service partner		Rohde & Schwarz	

As a Rohde & Schwarz service partner, you have access to the following services:

Test equipment

The general purpose test equipment enables you to self-service your airborne transceivers, meeting the highest quality, convenience and cost-efficiency requirements. The test equipment will be selected according to the required scope of servicing.

Training

Various Rohde&Schwarz training modules empower your staff to service your airborne transceivers on their own. Depending on the type of service partner agreement, you can use different training modules.

Documentation and software updates

As our partner you will receive all software updates and relevant documents that you need for preventive and corrective maintenance.

Spare parts

A local pool of spare parts tailored to your requirements enables you to immediately perform preventive and corrective maintenance. This pool will be replenished when necessary.

Service performed by Rohde & Schwarz according to your requirements

If necessary, we will support and combine your own service activities with our authorized service partners or our central service organization in Germany. Depending on the required turnaround time, customized measures such as a reserved pool of spare parts can be arranged.

Our service partners benefit from comprehensive support services:

Fast troubleshooting using a reference system at Rohde & Schwarz

Our service partners use the same test systems as Rohde & Schwarz. We are therefore able to reproduce any errors or problems on our reference system to help you solve the problem, quickly and competently.

Service notes

Rohde & Schwarz incorporates technical advances into its products and improves them throughout their entire lifecycle. As a service partner you benefit from this development. You will receive service notes that inform you about modifications and innovations.

Regular review meetings

Use this opportunity to get evaluations and assessments for the new software and hardware features of your test system. Discuss all maintenance issues that come up with regard to your radios. Take a close look at the spare parts logistics for your equipment. Consult the technical experts from Rohde & Schwarz and clarify open questions.

Service that adds value

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

Service & sales locator

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