

Service for conformance test systems

Firsthand service



ROHDE & SCHWARZ



Rohde & Schwarz service for conformance test systems

Rohde & Schwarz systems combine the latest achievements in hardware and software with the know-how and experience gained over many decades. In line with the Rohde & Schwarz system philosophy, the high level of expertise does not stop with system development, but is maintained during the operational life of the systems thanks to the services offered. Hotline support, continual updating of system software and test cases, fast repair and replacement of faulty equipment and modules are essential for maintaining high system availability. Rohde & Schwarz offers complete packages and solutions for servicing the systems. Our objective is customer satisfaction throughout the entire product lifecycle.

Calculable operating costs

Unexpected downtimes disrupt operations and tie up valuable resources in administrative and order approval procedures. Unfortunately, failures in highly complex systems and equipment can never be fully excluded – but the time and expense associated with such failures can. Rohde & Schwarz system service contracts mean calculable operating costs and allow you to focus on your core tasks.

Contractually assured services

Rohde & Schwarz offers full-range service for test systems. As the original equipment manufacturer, 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 response times are ensured by the Rohde & Schwarz problem report database
- Short system downtimes due to spare instruments pool
- High availability of loan units
- Excellent support by experienced system specialists

After-warranty service

The after-warranty service supplements the standard warranty services of Rohde & Schwarz to satisfy the high demands placed on maximum system availability, optimum performance and efficiency.

Problem report service

- Access to the Rohde & Schwarz problem report database
- Analysis of the problem reports and test logs, including tests on Rohde & Schwarz reference test systems
- Solution proposals

Hotline service

Designated support engineer available for all questions related to system hardware, software, functionality and handling

Repair service

- Repair of system hardware – if possible on-site
- Access to common pool of loan units, calibrated by an accredited Rohde & Schwarz laboratory
- Escalation procedure to provide additional resources if problems arise during repair
- Associated travel and transport cost





Proactive on-site customer visits by system support specialists

- ▮ System performance optimization
- ▮ Face-to-face consultation to maximize system utilization
- ▮ Up-to-date information on the latest software enhancements
- ▮ Collecting requests for new features

Software service

Software service includes enhancements of purchased features and ensures compliance with the latest revisions of industry-standard specifications.

- ▮ Implementation of changes in line with relevant 3GPP test specifications and network operator test plans
- ▮ Revalidation of GCF/PTCRB relevant test cases (to be performed by approved test laboratories)
- ▮ Bug fixes and minor enhancements
- ▮ Delivery of updated software including documentation

Service for systems under warranty

The comprehensive standard system warranty from Rohde & Schwarz also includes all after-warranty and software services.

Calibration service

Calibration service assures that system parameters will be checked at recommended system calibration intervals. A correction and/or update will be performed if required.

- ▮ R&S® Accredited Calibration in line with EN ISO/IEC 17025 and DIN EN ISO 9001
- ▮ Recommendation of system-specific calibration intervals
- ▮ Traceability of calibration results to national and international standards
- ▮ Delivery of calibration certificates and service reports
- ▮ On-site calibration (R&S® Accredited Calibration and R&S® Manufacturer Calibration) for a minimum downtime

Ensuring best product performance through regular maintenance and calibration

Preventive care and maintenance improve a product's reliability and performance. During regular system calibration, our mobile calibration teams take utmost care to maximize equipment reliability and availability. Using our modern test and diagnostic systems, we perform a detailed analysis of your equipment and can detect the first signs of irregularities of any type. Calibration at Rohde & Schwarz is considerably more than merely checking compliance with specifications. We keep your equipment in top shape.

Always on the safe side with Rohde & Schwarz system service contracts

- ▮ Defined price
- ▮ Smooth handling
- ▮ Minimum downtime
- ▮ Efficient processes
- ▮ Reliable repair by the manufacturer
- ▮ 12-month service warranty

| Supported systems | | |
|-------------------|-----------------|---------------|
| ▮ R&S®TS8980 | ▮ R&S®TS-ITS100 | ▮ R&S®CMW-ATE |
| ▮ R&S®TS8991 | ▮ R&S®TS-LBS | ▮ R&S®CMW-PQA |
| ▮ R&S®TS8997 | ▮ R&S®TS-RRM | |

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