

Rohde & Schwarz

Service that adds value



We make sure
your system
runs and runs
and runs.



And offer advantageous service level agreements to ensure maximum availability.

The R&S®Tx9 transmitter family is the most efficient transmitter generation on the market. To ensure operational readiness of your systems and plannable budgeting for operational expenditures, Rohde & Schwarz offers R&S®Service Level Agreements for your systems. These agreements allow you to concentrate on your core business. We take care of the service you require to succeed with your business model. Enjoy our support right from the beginning.

R&S®Service Level Agreement:

you transmit content – we take care of the rest

We lay the groundwork for top performance in your core business – that’s our primary focus at Rohde&Schwarz. It is why we back up our high-quality, long-lasting products with our service level agreement, providing you with exceptionally reliable service that helps you control your costs. Which allows you to concentrate on what’s important.

Let us advise you, and then you decide which of the services is right for you.
Benefits at a glance:

R&S®Service Level Agreement	Basic Cost Control for your system	Advanced Fast support for your system	Premium Maximum service for your system
Reliable operation	•	•	•
Repair coverage and fixing of software faults	•	•	•
Ensured support and fast response times		•	•
Onsite support			•

Tailored to your needs: the service packages

Every operator has unique system requirements. Especially when you demand the highest level of reliability from your systems, an R&S®Service Level Agreement pays off. You determine which services you wish to use.

Maintenance and support services	Warranty	Basic	Advanced	Premium
Rohde&Schwarz Support Desk: 24/7 problem reporting and overview of your requests		•	•	•
Technical support during business hours for Severity Level 1 – Critical ¹⁾		less than 1 working day	less than 4 hours	less than 2 hours
24/7 emergency support: technical support for critical incidents			optional	optional
Maintenance releases (software updates) ²⁾	•	•	•	•
Installation support for software maintenance releases			optional	•
Remote error analysis ²⁾			•	•
Repair service	•	•	10 working days (TAT)	5 working days (TAT)
On-site service			optional	•
On-site availability of spare parts within a fixed time frame				optional
Regular product maintenance			optional	•
Regular review meeting			optional	once per year

¹⁾ Severity level 1 – Critical: product is inoperable or a failure critically impacts operation; no workaround exists.

²⁾ Remote support will be provided through a trusted remote service infrastructure

Service package details at a glance:

Rohde & Schwarz Support Desk: 24/7 problem reporting and overview of your requests

The Rohde & Schwarz Internet portal lets you submit a problem report – around the clock from anywhere in the world. You can check the status of your ticket at any time via the Rohde & Schwarz Support Desk.

Technical support during business hours

Your support request will be received by the Rohde & Schwarz support team during defined business hours (either regional or German business hours). A qualified service technician will handle it within the response time defined by your service package. Depending on the type of problem, the technician will initiate additional measures to find a solution.

24/7 emergency technical

Your support request will be received by the Rohde & Schwarz support team 24/7. A qualified service technician will handle it within the response time defined by your service package. Depending on the type of problem, the technician will initiate additional measures to find a solution.

Maintenance releases (software updates)

Software updates maintain and optimize the performance of your product/system.

Installation support for maintenance releases¹⁾

Rohde & Schwarz will help you facilitate the installation of software updates remotely¹⁾ or even on-site where applicable.

Remote error analysis¹⁾

Rohde & Schwarz service technicians efficiently identify and localize errors via secure remote diagnostics. This significantly reduces system downtime. Alternatively, Rohde & Schwarz service technicians will analyze log files you send in after having encountered a problem.

Repair services

Cover all repair costs (time and material costs) plus the cost of domestic shipping through Rohde & Schwarz logistics partners.

On-site service

When a problem cannot be eliminated via remote access or by repairing product/system components in the factory, Rohde&Schwarz will send highly trained service technicians to the customer site. Only national travel expenses and time are covered by the SLA fee.

Regular review meeting

Receive reports about defined key performance indicators for your services. Review meetings provide an opportunity to share information about project status and progress and agree on modifications. The frequency, location and duration of the meetings will be agreed with you. Travel time and expenses will be charged separately based on the location.

On-site availability of spare parts within a fixed time frame

On request Rohde&Schwarz will deliver spare parts from of a well-defined set of spare parts within a specific time frame agreed with you.

Regular product maintenance

You concentrate on what's important, and we'll take care of the rest. Regular inspection and preventive maintenance of your system is performed by a Rohde&Schwarz service technician. This service includes for example:

- Performance/conformity verification based on the acceptance test procedure
- System performance optimization
- Firmware/software updates
- Log message analysis
- Hardware maintenance

Only national travel expenses and time are covered by the SLA fee.

¹⁾ Remote support will be provided through a trusted remote service infrastructure (TRSI)

Service that adds value

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

Service & sales locator

www.rohde-schwarz.com/contact

Regional contact

- Europe, Africa, Middle East | +49 89 4129 123 45
customersupport@rohde-schwarz.com
- North America | 1 888 TEST RSA (1 888 837 87 72)
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
- China | +86 800 810 82 28 | +86 400 650 58 96
customersupport.china@rohde-schwarz.com

www.rohde-schwarz.com

R&S® is a registered trademark of
Rohde & Schwarz GmbH & Co. KG
Trade names are trademarks of the owners
Subject to change | PD 3607.2010.32 V03.00
© 2017 Rohde & Schwarz GmbH & Co. KG
81671 Munich | Germany
Printed in Germany | January 2017



3607201032