

Rohde & Schwarz

Service that adds value



Minimize your
downtime to
maximize your
output.



And take advantage of service level agreements to ensure maximum availability.

Rohde & Schwarz amplifier systems stand for highly sophisticated technology based on decades of experience. 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.

R&S®Service Level Agreement:

You concentrate on your application – we do the rest

We lay the groundwork for top performance in your core business – that’s our primary focus at Rohde&Schwarz. That’s why we back up our high-quality, long-lasting products with our service level agreement, providing you with exceptionally reliable service and support that helps you control your costs and availability. Which leaves 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 Flexible support for your system (option-based)	Premium Maximum service for your system
Repair coverage	•	•	•
Ensured support and response times		•	•
On-site service			•

Tailored to your needs: the service packages

Every customer has different system and service requirements. Especially when you demand the highest level of reliability from your systems, an R&S®Service Level Agreement pays off. The overview shows our standard packages. Let us discuss what would be the ideal solution for you.

Maintenance and support services	Warranty	Basic	Advanced	Premium (according to regional availability)
Problem reporting and overview of your requests via online ticketing system		•	•	•
Technical support during business hours, Severity level 1 – Critical ¹⁾		1 working day	6 hours	2 hours
Repair services	•	•	9 working days (TAT)	5 working days (TAT)
Maintenance releases (software updates)	•	•	•	•
Installation support for maintenance releases ²⁾			•	•
Remote error analysis ²⁾			•	•
Provision of spare parts and components for quick repair (according to regional availability)			optional	•
On-site service (according to regional availability)			optional	within 2 working days
Regular review meeting			optional	once per year
Regular product maintenance	optional	optional	optional	optional

¹⁾ Severity level 1 – Critical: Product is inoperable or a failure critically impacts operation. No workaround exists.

²⁾ Remote support can be provided through a Trusted Remote Service Infrastructure (TRSI).

Service package details at a glance

Problem reporting and overview of your requests via an online ticketing system

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 problem report will be received by the Rohde & Schwarz support team during 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.

Repair services

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

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 install software updates remotely 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 the log files you sent in after having encountered a problem.

Provision of spare parts and components for quick repair

Spare parts and components are kept in a separate pool at Rohde & Schwarz so that they are immediately available to repair your Rohde & Schwarz amplifier systems.

¹⁾ Remote support can be provided through a Trusted Remote Service Infrastructure (TRSI).

On-site service

When problems cannot be eliminated via remote access or by repairing or replacing product/system components in the factory, Rohde&Schwarz will send highly trained service technicians to the customer site. This service can be optionally added to the Advanced R&S®Service Level Agreement. A service technician will arrive on site based on the availability of the spare parts – usually within nine working days.

Travel expenses can be calculated into the service as a flat rate or invoiced separately as they occur.

Regular maintenance of your Rohde&Schwarz products

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 site acceptance test procedure
- System performance optimization
- Firmware/software updates
- Log message analysis
- Hardware maintenance

Travel expenses can be calculated into the service as a flat rate or invoiced separately as they occur.

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.

Service that adds value

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

Service & sales locator

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