

ROHDE & SCHWARZ

Make ideas real



SERVICE LEVEL AGREEMENTS FOR ROHDE & SCHWARZ EMC SYSTEMS



SERVICE YOU CAN RELY ON

When you decide for an EMC system from Rohde & Schwarz, the outstanding quality and comprehensive range of our system service is a vital part of that decision. You can rely on R&S EMC System Service Level Agreements (SLA) to make sure your system meets your requirements from the day you go live onwards, throughout the system life. We have many years of experience providing service for R&S EMC systems as your single service partner for the EMC system, plus all supporting infrastructure from the chamber itself down to mechanical structures for mounting and moving test equipment and the device under test.

What does this mean for you?

- ▶ Maximum availability of your system. Minimizing both planned and unplanned system downtimes means maximum reliability for completing EMC test plans on time and on budget.
- ▶ Manage unexpected delays. Meet your customers' expectations for on-time result delivery, even for complex projects with a committed timetable including component integration and start of production dates many years in advance.
- ▶ Keep your system up to the Standards. You receive regular updates of both software and firmware to implement changes in EMC Standards.



EMC SYSTEM LIFECYCLE FROM CONCEPT TO DECOMMISSION

Customer / User

**Design your system with
R&S Professional Services**

- ▶ Consulting
- ▶ Engineering
- ▶ System Design
- ▶ System Integration
- ▶ Installation



**Let your system be
available and up-to-date
with R&S Uptime and
Availability Services**

- ▶ Repair
- ▶ Upgrade System
- ▶ Training
- ▶ Application Engineering

Run your system with R&S Operational Services

- ▶ Calibration
- ▶ Software Maintenance
- ▶ Technical Support
- ▶ Preventive maintenance

An EMC System from Rohde&Schwarz is tailor-made to meet your requirements. The consultancy process with our EMC experts for implementing your system considers every aspect of the system down to the smallest detail. All this information about your system is available for our service teams; we know your system inside and out. Let us take care of the operational service requirements and

let you focus your time on serving your customers. Benefit from our outstanding experience in EMC Systems over the full life-cycle of the system. From the very first discussions on the design, to the operation of the system and the system upgrades necessary to keep it up to date with new or revised standards.

OUR SERVICES FOR MANAGING PLANNED AND UNPLANNED EVENTS WILL HELP YOU FOCUS ON YOUR CUSTOMERS

Increased reliability through planned maintenance of the whole system, and minimum interruption in the case of unplanned events.

Planned service maintenance

The core measurement devices in your system require regular calibration to retain the specified accuracy and performance, the mechanical components need regular maintenance to operate correctly, the structure of your test facility is subject to wear and tear, too. Planned service maintenance ensures your EMC system fulfills your measurement campaign requirements, and minimizes downtime in a regulated, planned, maintenance project.

If it happens: unplanned events

Unexpected events can happen, including everything from equipment damage caused by external events (including misuse) to hardware failure, to software routines not executing correctly in particular circumstances. For whatever reason, your EMC system is not producing the EMC report results you expect; our service procedures for unplanned repairs will ensure your system is back up and running 100% as quickly as possible.

PLANNED SERVICE MAINTENANCE

1

Getting in contact with the customer to agree on a fixed date.
We prepare whatever is needed.

2

We come on the agreed date and leave on the agreed date with all systems calibration and maintenance completed.

► Our EMC specialist will visit your system site for system calibration, e.g. path calibration, noise floor check, field strength reference calibration and amplifier calibration.

► All R&S measurement equipment receives preventive maintenance.

► Your R&S®ELEKTRA test software receives the latest updates. In addition, our EMC specialist optimizes existing EMC templates in the software for your use.

► All other system accessories and components will go through inspection and maintenance.

3

On the agreed date with system tested to be fully serviceable, system handover to the customer takes place.

4

All components of the EMC test system are in optimal condition. Until the next scheduled calibration, the customer can conduct EMC test campaigns, confident in the knowledge that testing set-ups are in line with up-to-date standards, test system is measuring accurately, and that testing will run on schedule.

IF IT HAPPENS; THE SYSTEM DOES NOT WORK AS EXPECTED. R&S SERVICE AT YOUR SERVICE ...

1 The running system does not work as expected



2 The customer initiates a problem report ticket to start a service action, R&S Service responds within the agreed reaction time.



9 The bridging unit* is returned to Rohde & Schwarz.



8 R&S service assists the customer to install the repaired device in place of the bridging unit*.

3 Together with the customer the problem is analyzed for example a device is defective.

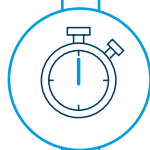


Continue!

From here you are fully able to work again.



4 The agreed procedure is immediately initiated. A suitable drop-in bridging unit* is sent.



5 R&S service assists the customer to install the bridging unit* in place of the defective device.
The system is operational again. Testing can be resumed.



6 The defective device is sent to R&S Service.

7 The device is repaired, calibrated, and returned to the customer.

* Subject to agreed list of equipment to be covered under bridging units service element.

SERVICE LEVELS: THE CHOICE IS YOURS

In addition to the standard individual instrument warranty, we offer three levels of support for your complete system.

EMC System SLA		System Warranty	Basic	Advanced
System Support				
Technical Support	Problem Reporting	✓	✓	✓
	Remote Support	No commitment	Response: 24 h	Response: 16 h
Training	Onsite system refresher training		✓	✓
	Technology Academy Access			optional
	Emergency onsite application support			optional
Essential Support				
Calibration	Onsite system calibration and system maintenance**		✓	✓
	Onsite BBA / BBL amplifier maintenance**		✓	✓
	R&S equipment calibration coverage	Optional	Optional	✓
	3 rd party equipment calibration coverage			Optional
	Bridging units*			Optional
ELEKTRA SW Update	Maintenance Releases	Optional	Optional	✓
	Feature Releases	Optional	Optional	✓
Hand-Over	Dedicated EMC specialist contact interface (6 months)		Optional	✓
Exceptional Support				
Repair	R&S equipment repair coverage	within warranty	✓	✓
	3rd party equipment repair coverage			Optional
	Onsite BBA / BBL amplifier repair coverage			✓
	Bridging units*			Optional

* Subject to agreed list of equipment to be covered under bridging units service element.

** System and BBA/BBL maintenance does not cover or include any hardware replacement cost.

SERVICE ELEMENTS IN DETAIL

When system security and reliability counts, we do not accept any compromises. Our service level agreements are designed to emphasize your individual demands by providing a superior service instead of resorting to predefined standard agreements.

Rohde & Schwarz is focusing on uncompromising safety and quality whether for products or services. What are you focusing on? You define, we implement. Customized configuration at its best.

OUR SERVICE ELEMENTS AT A GLANCE



Problem reporting

We provide problem reporting around the clock; our hotline provides qualified level 1 support for reporting, with SLA for response times down to 6 hours.



Remote Support

Our experts can reproduce your problems and provide effective and robust solutions.



Training

Let our expert trainers instruct your staff on site, or via the technology academy platform.



Preventive maintenance

Regular maintenance at recommended intervals of hardware items subject to wear and tear, minimizes the probability of unscheduled downtime.



ELEKTRA Software Update

Regular and exceptional software updates ensure your test results are always fully compliant to the appropriate standards.



Onsite Calibration

Our calibration team comes to you at a time that suits you, to minimize system downtime and maximize test result accuracy, fully compliant to EMC standards.



Repair Service

All repairs including the spare parts required to provide full service for R&S equipment without losing any time due to purchase order delays



Depot Calibration

Our local service centers provide comprehensive calibration for your test equipment, ensuring reliable, reproducible test results fully compliant to EMC standards.



On-site support and repair

We come to you if really required; minimize both planned and unplanned downtime.



Bridging Devices

We provide bridging units to let you continue your work while your critical equipment is in service

YOUR BENEFITS AT A GLANCE

- ▶ Ensure the availability, accuracy, reliability and performance of your EMC test facility.
- ▶ One partner throughout: from system planning, definition, ordering, installation, site acceptance, operation, augmentation, right through to replacement: a single partner with a complete set of all relevant information to understand any requirements as they arise throughout the life cycle.
- ▶ No ambiguous responsibility issues: with a single service partner responsible for the complete system and installation, you always know who you need to contact.
- ▶ As your single service partner, we also know what we are responsible for, and which level of service we have agreed to supply you with.



Service at Rohde & Schwarz You're in great hands

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

Rohde & Schwarz

The Rohde & Schwarz technology group is among the trailblazers when it comes to paving the way for a safer and connected world with its leading solutions in test & measurement, technology systems, and networks & cybersecurity. Founded more than 85 years ago, the group is a reliable partner for industry and government customers around the globe. The independent company is headquartered in Munich, Germany and has an extensive sales and service network with locations in more than 70 countries.

www.rohde-schwarz.com

Sustainable product design

- ▶ Environmental compatibility and eco-footprint
- ▶ Energy efficiency and low emissions
- ▶ Longevity and optimized total cost of ownership

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Service level agreements for Rohde & Schwarz EMC systems
(South-east Asia)

Data without tolerance limits is not binding | Subject to change

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