

Rohde & Schwarz Schweiz AG

SERVICE AT ROHDE & SCHWARZ

You're in great hands

ROHDE & SCHWARZ

Make ideas real



YOUR SWISS SERVICE PARTNER

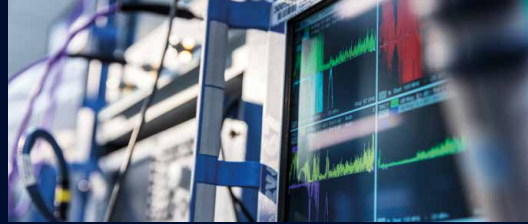
As a T&M and communications technology market leader, we understand the importance of reproducible and precise measurements in development, production and service. Our unique expertise as a manufacturer allows us to ensure long-term reliability and protection of your investment.

We specialize in the competent multivendor maintenance of instruments and systems throughout their lifecycle – both on the customer's premises and in our accredited service lab in Ittigen/BE.

Rohde&Schwarz services are state-of-the-art – just like our products.

Our services:

**CALIBRATION
SERVICES**



REPAIRS



**SERVICE
CONTRACTS**



**MAINTENANCE
MANAGEMENT**



OUR ACCREDITED SERVICE CENTER

Measurement performance: local

- ▶ State-of-the-art, in-house measuring equipment infrastructure
- ▶ AC/DC, scope, S-parameter, RF power and frequency from DC to 67 GHz



Measurement performance: extended

- ▶ Mechanics, optics, pressure, temperature: in cooperation with our partners
- ▶ On-site service at your location on request

Factory calibration

- ▶ Like-new instrument performance; checked against manufacturer specifications
- ▶ Services: initial calibration, check against specifications, generation of updated internal calibration data, final calibration with certificate, preventive maintenance, firmware update

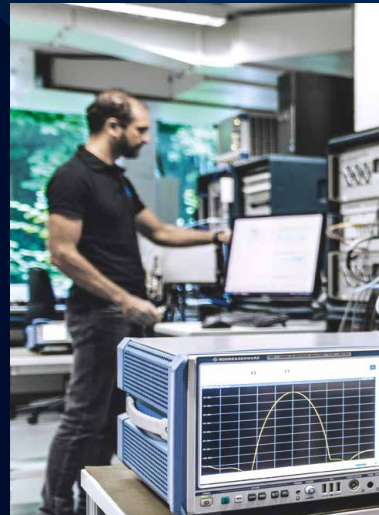
ISO calibration

- ▶ Multivendor, customer-specific measurements
- ▶ Services: final calibration with certificate, measuring equipment management in line with ISO 9001



Accredited calibration (SCS)

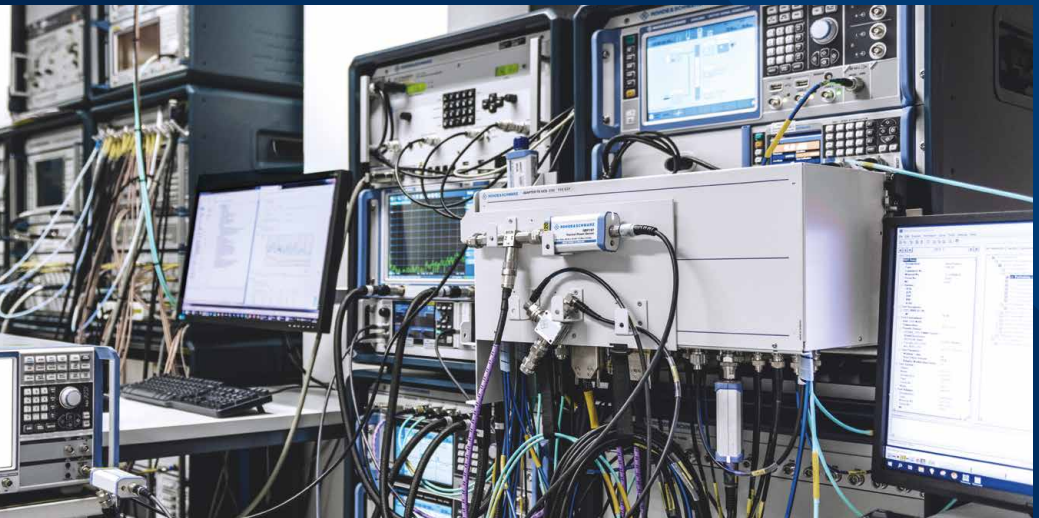
- ▶ Calibration processes in line with ISO/IEC 17025
- ▶ Internationally recognized certificates, directly traceable to national standards
- ▶ Services: final calibration with certificate, optionally available for Rohde&Schwarz instruments: initial calibration, check against specifications, generation of updated internal calibration data, final calibration with certificate, preventive maintenance, firmware update



TOP-END TEST AND MEASUREMENT SERVICES

- ▶ Broad range of services – the perfect solution for any requirement
- ▶ Local presence, competent and innovative contact partners – fast turnaround times, high availability for your instrument
- ▶ Lab with multiple certifications – uncompromising quality
- ▶ The only manufacturer with a spare parts inventory in Switzerland – excellent parts availability
- ▶ We organize all the logistics – minimal administrative and logistical effort
- ▶ Guaranteed prices – predictable costs
- ▶ Integrated maintenance management with customer portal – a clear overview of the asset condition and status

Discover service that adds value:
Rohde & Schwarz video



MAINTENANCE MANAGEMENT FOR OPTIMAL INVESTMENT PROTECTION

Our customized **RoTrace** online maintenance management provides a clear overview of your measuring equipment at all times, ensuring efficient fulfillment of management requirements in line with common standards such as ISO 9001 or ISO/IEC 17025.

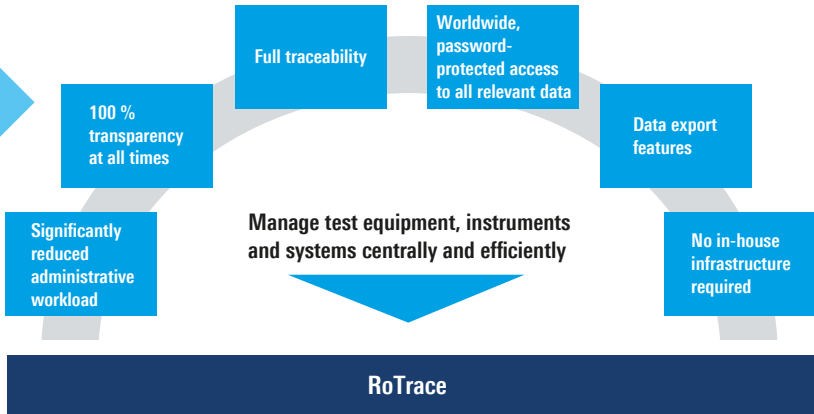
Maintenance management features:

- ▶ Access via customer portal, no software installation required
- ▶ Status of all systems/instruments (traffic light system)
- ▶ Individual assignment of images and documents
- ▶ Past and scheduled maintenance operations
- ▶ Deadlines with reminder function
- ▶ Extensive exports and downloads of your data records and documents
- ▶ System/instrument reports: identification, status and history
- ▶ Rapid search function

Your benefits:

- ▶ Visualization of your entire inventory
- ▶ Display of lifecycle costs and budget
- ▶ Strong data security and secure access
- ▶ Intuitive operation
- ▶ High efficiency for reduced management effort
- ▶ Local support

RoTrace gives you an overview of your assets at all times:



Test our **RoTrace** online maintenance management in the demo environment: <https://www.rotrace.ch>

User name: **DEMO-EN** Password: **Demo_9221522!** PIN: **123456**

Our individual maintenance agreements allow you to lock in the services you need for long-term protection of your valuable T&M instruments. You can also set up itemized logistics and management for your entire inventory. As much as you need – no more and no less.

Maintenance agreement features:

- ▶ One framework agreement to fix the general terms and conditions for all covered assets
- ▶ Options to define services for individual instruments

Your benefits:

- ▶ Clearly defined services for the entire instrument lifecycle
- ▶ Increased availability
- ▶ Reliable budgeting
- ▶ Lower costs compared to ordering services individually

Rohde & Schwarz Schweiz AG

Mühlestrasse 7

3063 Ittigen

+41 31 922 15 22

support.switzerland@rohde-schwarz.com

www.rohde-schwarz.com/ch



Service at Rohde & Schwarz You're in great hands

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

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81671 Munich, Germany



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