

Rohde & Schwarz

Service that
adds value

We focus on what's
most important.
And that's you.



ROHDE & SCHWARZ

Contents

Foreword	03
Rohde & Schwarz	04
Our Service Philosophy	06
Manufacturer-Service	08 
On-Site-Service	10 
Customized-Service	12 
Support	14 
Training	16 
Logistics	18 
Online-Services	20 
Locations	22



Dear Customers,

I am often asked what has made Rohde & Schwarz so successful over so many decades and enabled the company to drive technological progress in its fields of business. One aspect is the passion with which we work every day in our development labs to push the limits of what is physically feasible. Another is our desire to create only products that meet customer expectations in terms of technology, functionality and quality.

Our service philosophy is another key factor to our success. For us it goes without saying that we offer our customers the best possible support in all phases of the product lifecycle. We therefore provide a wide variety of customized service offerings, which we plan in dialog with our customers and our specialists as early as the product development phase. This lets us identify and cater to individual needs early on, in order to minimize costs while maximizing availability and autonomy.

Our comprehensive and continuously growing range of services is designed to ensure that you are satisfied with every aspect of our products. I am convinced that this commitment, implemented by our worldwide network of dedicated, expert service personnel, is one of the major factors behind the success of our company. With this brochure I would like to share with you our idea of service and service quality.

Sincerely yours,
Christian Leicher
President and COO

We're always thinking ahead. And beyond.

As one of the world's leading manufacturers of electronic test and measurement and communications equipment, thinking ahead is something we do every day – as we have done for about 80 years. We are a pioneer in radiofrequency engineering, and have a rich tradition of offering innovative, cutting-edge solutions in the fields of test and measurement, broadcasting, secure communications, as well as radio monitoring and radio location. We constantly push the limits of what is physically feasible when generating and measuring electronic signals. We offer product solutions and components designed from the start to facilitate technological innovations and upgrades, to save costs and resources and ensure long product life.



We have service solutions for everyone. And can tailor them to your specific needs.

Our customer focus is uncompromising. The service we provide equals the quality, innovation, precision and excellence of our products in every aspect. To ensure this, we stay focused on what's most important – you.

Our highly capable service organization is rigorously centered around your specific needs and requirements. You benefit from flexible service concepts designed to bring you sustained benefit and long-term satisfaction. And because cutting-edge electronics rightly belong in the hands of specialists, our service engineers are there

where and when you need them. With an extensive service network around the globe, we can provide 24-hour assistance whatever your time zone. We take care of your requests quickly and reliably, in our 70 locations worldwide or directly on site.

The following pages give you an overview of our extensive service offerings. But of course that's not all. Talk to us. We'll show you how our versatile range of services can help you, and will work with you to develop a customized service strategy.

We examine each instrument down to the last detail.

Benefits at a glance:

- Unique manufacturer expertise
- Calibration to original specs
- Precise diagnostics
- High operational availability
- Full accreditation

As only we can.



Rohde & Schwarz products are used in applications that demand a consistently high level of performance day in and day out. From production to security-critical applications, our products must deliver one hundred percent reliability and precision to achieve maximum cost efficiency. Our effective and efficient plant services make sure it stays that way, long after our products leave the production line.

Calibration and maintenance service

Regular calibration and maintenance by our plant service technicians keep your equipment state-of-the-art so that you can rely on the quality of Rohde & Schwarz products for many years. We design our instruments from the beginning for efficient testing and calibration solutions, which we implement worldwide with standardized automatic test systems. This lets us test and adjust every piece of equipment to the same level of precision as when it left the plant. You get maximum precision, short turnaround times and optimal operational reliability.

Repair service

Our customers know they can rely on the precision and dependability of our high-end products. But if repair becomes necessary, you can also rely on us to get efficient service without complications, loss of time or unpleasant cost surprises. After all, as the manufacturer we know our products better than anyone. Our customized service offerings give you maximum cost transparency and high investment protection.

We know our instruments inside and out, like no one else. Since we are the manufacturer, our service technicians have direct access to developers. This assures you of a level of expertise no one else can provide. As one of the world's leading test and measurement manufacturers, we have all relevant accreditations and certifications, and naturally ensure that our instruments comply with all relevant local and international requirements. You get a level of service that only Rohde & Schwarz can provide.



We're there where you need us.

Regular maintenance and calibration ensure the full, lasting performance and availability of your product. Rohde & Schwarz analyzes your instrument in detail and carries out preventive maintenance in the form of calibrations and hardware or software updates. In many countries and regions, we will calibrate and service your instruments and systems directly on site or in our mobile facilities. This is particularly economical when a large number of instruments are involved, or when T&M instruments and systems are in constant use and cannot be sent out of house even briefly.

On-site service for Rohde & Schwarz products

Our mobile service calibrates your instruments right on site. The same applies to planned maintenance. We can also easily do updates on site – a service that only Rohde & Schwarz as the manufacturer offers. Our on-site service ensures high availability and reduces administrative effort and transportation risk to a minimum.

On-site service for products from other manufacturers

It's not about us, it's about you and your needs. In many countries, we therefore provide calibration and maintenance for products from other manufacturers. We have extensive experience, because each year we do over 10,000 calibrations on instruments we didn't manufacture. It goes without saying that for these instruments we apply the same high quality standards as for our own products.

Installation service

In addition, we can put your new Rohde & Schwarz instrument or system into operation, and we also offer after-sales application support and product upgrades.



Benefits at a glance:

- Maximum availability
- On-site service
- Fast turnaround for off-site service
- Guaranteed return times
- Manufacturer-independent maintenance

And you can count on us day and night.

Downtime is a major cost factor. This is why we do everything we can to minimize the time your instruments have to be offline for maintenance and calibration purposes. Often the necessary work can be done fastest and most efficiently at your site, eliminating shipping time. We coordinate service requests with you to meet your time requirements and schedule. For work done at our service center, we give binding, no-surprise, fast return commitments. This ensures that you can put your equipment back into operation as quickly as possible – even on Sunday evening if need be.



We want to help you control your costs.



Long life is one of the core quality criteria that set our products apart. They are built to last many years. Yet even we can't completely eliminate all risk of defects in our highly complex systems and instruments – but we can eliminate extra costs.

Our service options

When you buy a Rohde&Schwarz instrument, add one of our powerful service packages. That assures you of the optimum performance and availability of your Rohde&Schwarz product at low, predictable costs. Our warranties can be extended for variable periods of time, during which we make repairs at no charge, along with any necessary calibrations and adjustments. You can also opt for an attractive package including extended warranties with calibration coverage.

Individual service agreements

You contract the services that meet your specific business and technical needs and specify the times when they are to be performed.

Benefits at a glance:

- Transparent and predictable operating costs, no surprises
- Long-term service commitment
- Customer-specific term and scope of services
- Price stability for the term of the agreement
- Maximum security at minimum cost

And that's why we freeze them for years.

We service our instruments long beyond the time most manufacturers service theirs, because we want customers to know they can depend on us. We also offer maintenance cost control – service agreements that lock in maintenance costs, while giving you full service from the start. If there is a problem, you are insured against extra service costs. For a fraction of the purchase price you can rest easy for years with the security afforded by manufacturer service.



Support

Benefits at a glance:

- Worldwide 24/5 support
- Rapid, professional assistance
- Service centers around the world
- Fast global parts availability

We know problems can happen at any time.

The technical expertise of our engineers can be best used when it is part of an all-encompassing customer support concept that gives you one thing above all: permanent availability for the fast, professional handling of your problem. Rohde & Schwarz support meets this requirement. In the event of a repair, you don't just need expert customer support, you also need the right components in the right quality at the right time – something only the original manufacturer can provide.

Customer and application support

We're on the same wavelength: Do you require an instrument for a special purpose? Or do you need application support? Do you want to find out who your personal contact is? Or do you have questions about your product? Our support center is your direct contact for all questions about your Rohde & Schwarz product and can give you knowledgeable assistance.

Spare parts service

Rohde & Schwarz spare parts and services are the best fit for Rohde & Schwarz products. Only original parts can ensure the long-term proper functioning and profitability of our equipment. Our spare parts service has over 16,000 different components in stock. We ensure long-term spare parts supply even for legacy instruments and systems. Our efficient inventory and provisioning program gives you fast access to the right spare part almost anywhere in the world.

And we're there when you need us.

You can rely on our global service network to keep our high-end products operating at peak efficiency. Numerous service locations and well-stocked support centers in time zones around the world ensure global availability. Our experienced, knowledgeable service technicians provide efficient, professional solutions to your requests.



We believe knowledge should be shared.

A technological lead like the one we maintain requires that the people in a company permanently learn. Likewise, you and your employees need to be up to date to keep up with the rapid pace of progress in electronics.

Standard seminars

In our courses, the focus is on your test and measurement problems, not on Rohde&Schwarz test and measurement products. Course offerings are designed to provide appropriate content for all levels, from beginner to specialist.

Custom seminars

Do you have special requirements, or does your company have specific learning goals and contents? No problem. Just let us know what you're looking for. We'll develop a seminar that covers exactly the content you need, giving you and your attendees the maximum benefit. You can decide whether you want us to hold the seminar at one of our training centers or at your premises.

Train-the-trainer seminars

We also train your trainers. If you want, we install a complete training program at your company so that your own instructors can teach the material.



Benefits at a glance:

- Knowledge transfer to get maximum benefit from Rohde & Schwarz products
- Training for employees and instructors
- Choice of standard and custom seminars
- Instruction at our training centers or at your premises
- Practical, hands-on focus

And that's why we offer expert training.

The more your employees know, the better they can use our products. To help your company draw maximum benefit from our technology, we offer a comprehensive seminar program to train your employees in the use of our products. Since we place great emphasis on imparting practical knowledge, we make sure attendees can immediately use what they learn, so your company benefits quickly.



Logistics

Benefits at a glance:

- Simple, fast handling
- Complete transparency and tracking
- Fast on-time returns
- Advance registration of your instrument before arrival
- Safe shipping

We maximize the efficiency of our logistics.

When you send an instrument in for service, the most important thing for you is to get it back as soon as possible. Time is a key factor, in shipping as in calibration and maintenance. In addition, improper transportation can damage sensitive equipment. For this reason, we also focus on logistics, to get your instrument back to you fast and in perfect shape.

Advance service registration

Quick and easy for calibration, upgrade or repair – just register your instrument in advance. We'll immediately send you all necessary information for further handling, such as your service reference number (RMA). The advance information included with the RMA helps us meet your service request as soon as your instrument arrives.

And you benefit right from the beginning.

Rohde&Schwarz offers logistics solutions of top transparency and efficiency. We get your instrument back to you on time and in good condition, with no surprises. Contact us online, by fax or phone – in just a few steps you get personal assistance for easy, time-saving handling of your request. We take care of the rest.



We believe your instruments should be easy to manage.

Efficiency and transparency go hand in hand at Rohde & Schwarz. Therefore, all the important information on your Rohde & Schwarz product is accessible all the time – just a click away. Do you want to know when calibration is due? Or do you need access to your calibration documents? Do you want to place a service order online? And always know what the status is? With our online services you won't miss a thing.

Your personal access to the Rohde & Schwarz information system

As a Rohde & Schwarz customer, you get online access to a special, protected area. Here, you can find support forums, customer-specific software and other resources. As you would expect from a leader like Rohde & Schwarz, the encryption meets highest security standards.

Online service management

On our online service portal you'll find your current service incidents and a complete service history, as well as all documents and configuration data for the devices that you have registered with us. The service reference number (RMA) of your order allows you to quickly and easily access the current status of your repair or calibration order, or to start new service orders.

Benefits at a glance:

- Simple, straightforward instrument management
- Protected online area for service-related information
- Convenient administration of ongoing and past service orders
- Overview of your Rohde & Schwarz service agreements
- Comprehensive device information including upcoming calibrations

And so should the management system.

Our online service management saves you time by simplifying management of instrument data. It shows you configuration data, service history, upcoming calibration deadlines, service order status, and calibration documentation. It also offers support, software, and numerous service management functions. A clear user interface makes operation intuitive.



Service by Rohde & Schwarz. Worldwide.

Over 9000 employees work for Rohde & Schwarz worldwide.
Our service and sales network comprises more than 70 subsidiaries
and offices to ensure close contact with our customers.



Service that adds value

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

About Rohde & Schwarz

Rohde & Schwarz is an independent group of companies specializing in electronics. It is a leading supplier of solutions in the fields of test and measurement, broadcasting, radio-monitoring and radiolocation, as well as secure communications. Established more than 75 years ago, Rohde & Schwarz has a global presence and a dedicated service network in over 70 countries. Company headquarters are in Munich, Germany.

Quality management and environmental management

Rohde & Schwarz is certified in line with the ISO9001 and ISO14001 management systems.

Certified Quality System
ISO 9001

Certified Quality System
ISO 14001

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
Data without tolerance limits is not binding | Subject to change
© 2013 Rohde & Schwarz GmbH & Co. KG | 81671 München | Germany
Printed in Germany | February 2014 | PD 3606.9010.62 V 01.01



3606901062