

Rohde & Schwarz Malaysia

SERVICE THAT ADDS VALUE

ROHDE & SCHWARZ

Make ideas real



ROHDE & SCHWARZ – A LEADING GLOBAL BRAND

Rohde & Schwarz develops, produces and markets a wide range of electronic capital goods for industry, infrastructure operators and government customers.

The independent group is among the technology and market leaders in all of its business fields, including wireless communications and RF test and measurement, broadcast and media, air traffic control and military radiocommunications, network and cybersecurity.

A worldwide service and support network safeguards customer investments.



OUR BUSINESS FIELDS

TEST AND MEASUREMENT



BROADCAST AND MEDIA



AEROSPACE | DEFENSE | SECURITY



NETWORKS AND CYBERSECURITY



SERVICE

A STRONG, ESTABLISHED PRESENCE IN MALAYSIA

Rohde & Schwarz Malaysia Sdn. Bhd. (RSMY) is a 100% owned subsidiary of Rohde & Schwarz GmbH KG & Co, Germany. Established in 2004, RSMY has since evolved and now has strong presence in both Kuala Lumpur and Penang. Our focus is to provide outstanding sales, service and support to our customers.

- ▶ Main office – Shah Alam, Selangor
- ▶ Branch office – Bayan Baru, Penang
- ▶ Auxiliary office – Kota Kinabalu, Sabah
- ▶ A strong network of channel partners – at key industrial locations we serve across the country



A WORLD-CLASS, AUTHORIZED SERVICE AND ACCREDITED CALIBRATION CENTER

RSMY has a full-fledged service center equipped with the latest ATE based calibration systems to comprehensively service Rohde & Schwarz wide range of test equipment.

Our extensively trained and well resourced support teams allow us to provide high quality local service with fast turnaround.



ISO 9001:2015

- ▶ Sales, order processing
- ▶ Installation, commissioning
- ▶ Repair and maintenance



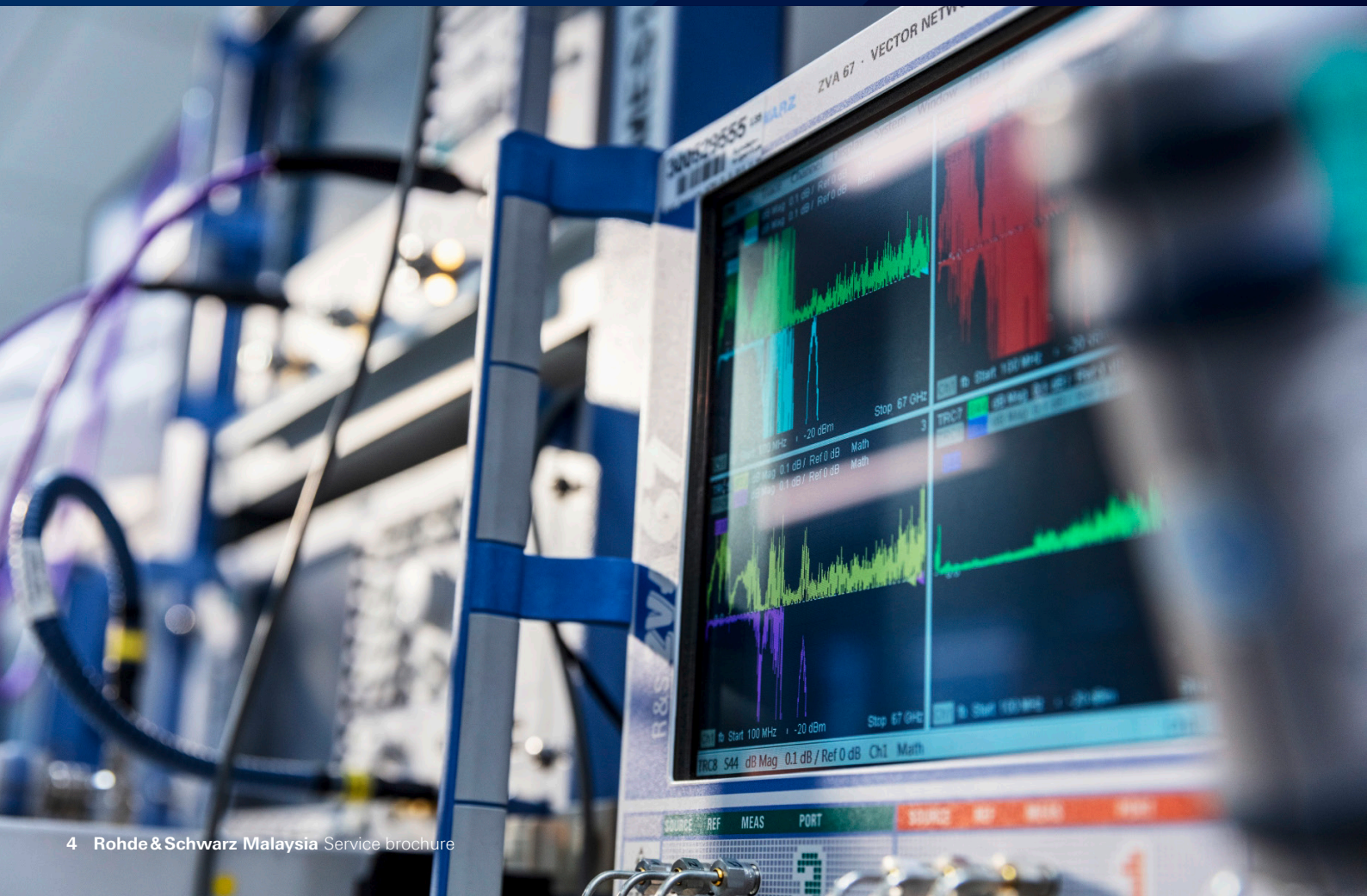
MS ISO/IEC 17025:2017

- ▶ Laboratory – technical competence and management system requirements



First line service center authorized by Rohde & Schwarz GmbH & Co. KG

- ▶ Quick turnaround time
- ▶ Low return rate for repaired instruments



A VALUABLE PARTNER WITH PROVEN TRACK RECORD AND EXPERTISE IN THE INDUSTRY

Equipped with the latest calibration systems and staffed with an extensively trained and well resourced service support team, we deliver high quality local service, with fast turnaround to meet our customer's needs and guarantee satisfaction.

>1,500
instruments serviced
in a year

90%
on time delivery

0.036%
low return repair rate

5 DAYS
turnaround time

OUR UNIQUE VALUE TO CUSTOMERS



Local and personalized contracts

Maintenance contract and service level agreements are locally generated and personalized for you.



Long term dependability

We continuously invest in technology, local infrastructure and people. This positions us as a dependable partner for the long term.



Customized and flexible service arrangements

Flexible arrangements available such as performance calibration and instrument cleaning.



Best customer experience

We fully support our customers through comprehensive engineers report, free technical advice, priority response to emergencies and ensured complete device performance.



Uncompromising quality

A consistent, high standard is maintained globally across Rohde & Schwarz (ATE based calibration) to assure you of uncompromising quality - always.

PRECISION GUARANTEED BY THE UCS

- ▶ Universal Calibration System, UCS, is a Rohde & Schwarz proprietary ATE system
- ▶ Standardized automated routines
- ▶ Manufacturer expertise
- ▶ Built in correction and adjustment
- ▶ Serviced equipment will be returned to perfect condition
- ▶ Unattended automated completion

ROHDE & SCHWARZ
ADAPTER TO UCS | 226XP-B15 | M3SR SERIES 4100
5025 4463 32

UCS

ACCURACY GUARANTEED THROUGH AUTOMATIC ADJUSTMENTS

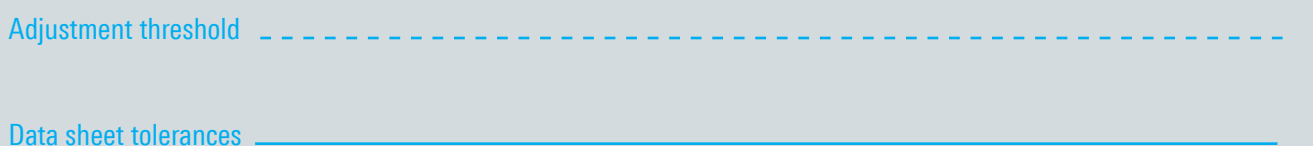
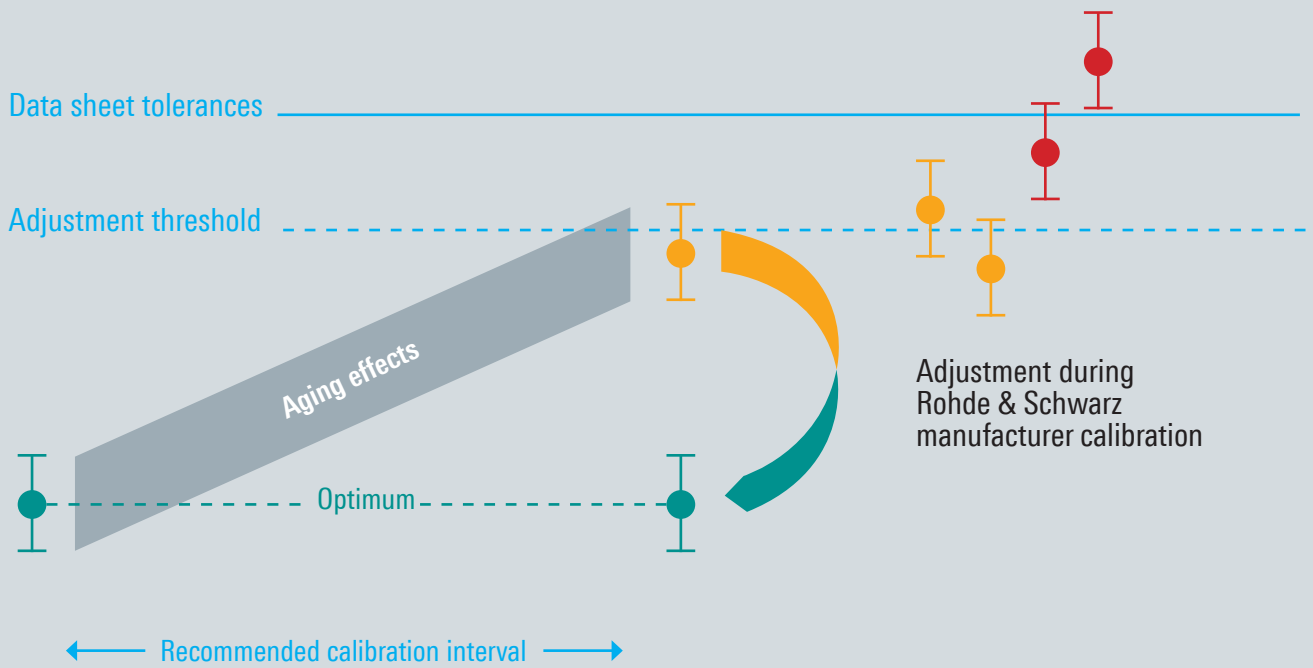
During a Rohde & Schwarz calibration, your instruments are checked for deviations and automatically adjusted to restore them to their optimal performance. We not only make adjustments when values fall outside the tolerance range - we also optimize deviating values even when they fall within the acceptable tolerance range.

Our ISO compliant calibrations help to minimize:

- ▶ measurement errors
- ▶ scrap rates during production



Added value of a Rohde & Schwarz manufacturer calibration



● Out of tolerance
 ● Adjustment required
 ● Measured value after adjustment
 Measurement uncertainty



OUR RANGE OF SERVICES

CONTRACTS & AGREEMENTS

Service Options

- ▶ Repair and/or Calibration contract sold by Sales at the point of new equipment sale

Comprehensive Service Contracts (AMC)

- ▶ Similar to a service option but sold by service after standard warranty or contract expires
- ▶ Fixed price long period break down maintenance
- ▶ Fast turnaround with reduced ownership cost
- ▶ Best customer experience

Service-level Agreements

- ▶ Custom tailored agreement ensuring maximum system availability and cost transparency

LAB SERVICES

Accredited Calibration

- ▶ ISO/IEC 17025:2017

Manufacturer Calibration

Time And Material Repair

- ▶ Spare part and labor services

Expedited Service

- ▶ Standard, within 3 days and weekend expedite services available

Option Upgrades

Spare Part Sale*

ONSITE SERVICES

Onsite Calibration

- ▶ Limited onsite repair services also offered

Onsite Option Upgrades

- ▶ Onsite service available along with onsite calibration

* Available for specific products only

REPAIR AND CALIBRATION PACKAGES

Service Contracts – for used instruments

- ▶ Repair, with a term of one to five years (R1 to R5)
- ▶ Calibration, with a term of one to five years (C1 to C5)
- ▶ Repair + Calibration, with a term of one to five years (RC1 to RC5)

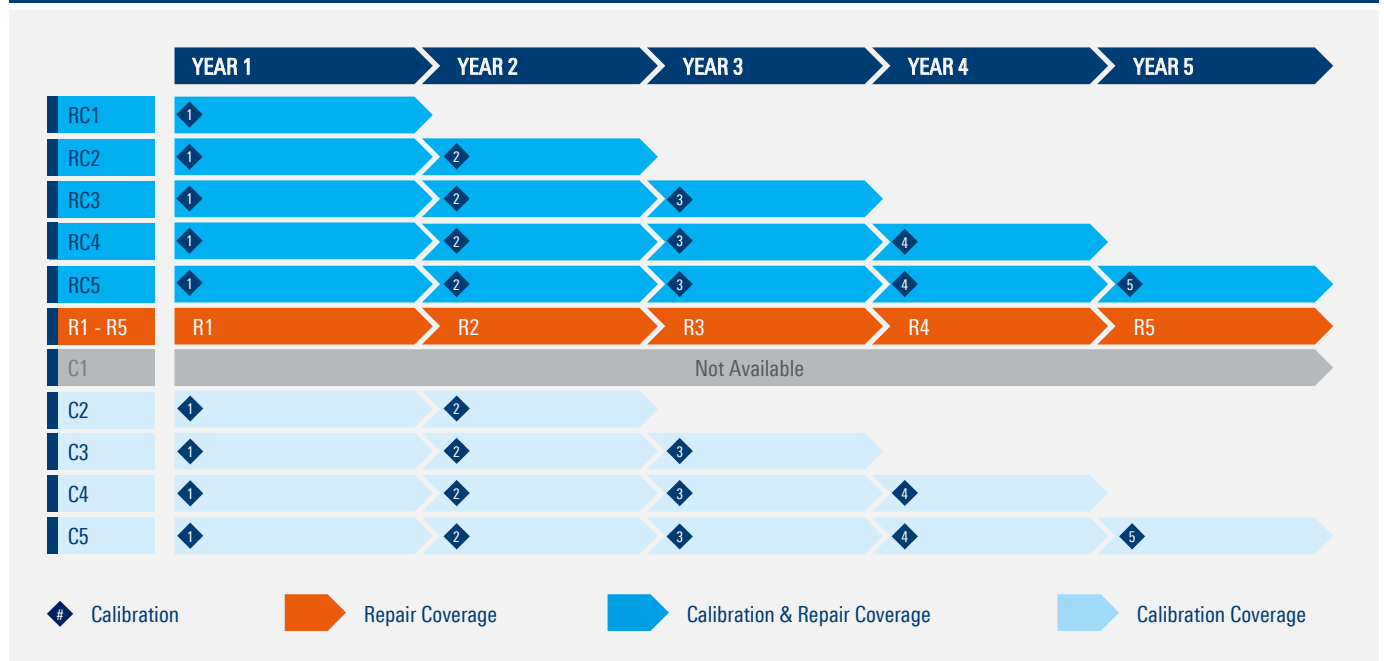
Service Options – for new instruments and those within manufacturer warranty period

- ▶ Calibration + Repair, with a term of one to four years (CW1 to CW4)
- ▶ Warranty Extension, with a term of one to four years (WE1 to WE4)
- ▶ Calibration Coverage, with a term of two to four years (CC2 to CC4)

Comparison of the coverage of each type of service options/ contracts	For New Equipment			For Existing Equipment		
	(CW) Bundled warranty extension & calibration coverage	(WE) Warranty extension	(CC) Calibration coverage	(R) Repair contracts	(C) Calibration contracts	(RC) Repair and calibration contracts
Repair in case of product failure	✓	✓		✓		✓
Factory Standard Calibration if necessary in case of repair	✓	✓	✓	✓	✓	✓
Factory Standard Calibration if necessary in case of upgrades	✓		✓		✓	✓
Firmware updates	✓	✓	✓	✓	✓	✓
Scheduled Factory Standard Calibration (R&S based Recommended cal interval)	✓		✓		✓	✓

Excluding defects caused by incorrect operation/handling. Wear and tear parts not included.

Service Contract Intervals



* The number of calibration intervals depends on the Rohde & Schwarz recommended calibration period unique to each product group.

ROHDE & SCHWARZ CALIBRATION SERVICES

	R&S® Accredited Calibration	R&S® Manufacturer Calibration	Multivendor Performance Calibration
ISO 17025 accredited	●		○
ISO 9001 certified	●	●	●
Calibrated in line with ISO 17025	●	●	●
Traceability to national/international standards	●	●	●
Virus and malware scan for Rohde & Schwarz products	●	●	●
Incoming results	●	●	●
Comprehensive measurement in line with manufacturer specifications	●	●	●
Firmware update	●	●	
Required adjustments	●	●	
Preventive maintenance/performance modifications	●	●	
Outgoing results (after repair or adjustment)	●	●	
Calibration certificate	●	●	●
R&S® Online Service Management	●	●	●
Service report	●	●	●
Cleaning	●	●	●
Electrical safety test	●	●	●

○ Optionally accredited.

LONG TERM ADVANTAGES - R&S® SERVICE CONTRACTS

Benefits	
Low, predictable costs	Cost effective in the long run.
Reliable and dependable	Anytime your instrument comes for repair or calibration, we check if it needs modifications or updates and bring them up to date. This is a service which only the manufacturer can offer.
Transparent and flexible	The R&S® Service Contracts make it easy for you to budget by giving you absolute price stability for the term of the agreement.

INDUSTRY EXPERTISE IN SYSTEM SERVICE

- ▶ Our local team of technical experts undertakes project work in EMC, radio communication, radio monitoring, ATC, broadcast, and RF.
- ▶ We offer Service Level Agreement (SLA) services, where you can benefit from flexible service concepts with operational readiness and with no hidden costs. To ensure the best possible reliability of your systems, we flexibly align our services to your specific requirements.

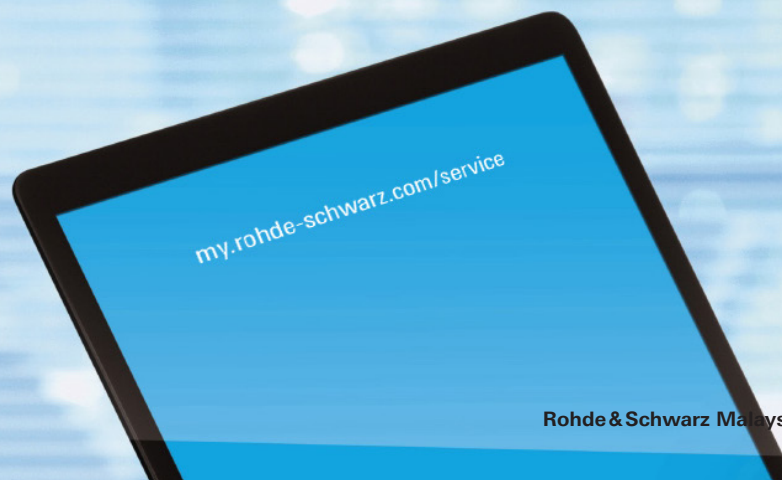


ONLINE SERVICE REQUEST

Benefits of the new digital service request:

- ▶ Simple and easy administration
- ▶ Upfront information on performance, pricing and turnaround times
- ▶ Print-ready shipping label and service reference number for easy shipping
- ▶ Your instrument is registered before it arrives at Rohde & Schwarz
- ▶ Convenient administration of pending and past service requests

Try it at: my.rohde-schwarz.com/service



Service you can rely on

- ▶ Global accreditation
- ▶ Local and personalized
- ▶ Customised and flexible
- ▶ Uncompromising quality
- ▶ Long term dependability

Rohde & Schwarz Malaysia Sdn Bhd

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