

Service at Rohde & Schwarz Singapore

**YOU'RE IN  
GREAT HANDS.**



**ROHDE & SCHWARZ**

Make ideas real



# ONE TECHNOLOGY COMPANY, THREE DIVISIONS, DIVERSE MARKETS

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. In addition to its established business fields, the independent group has made substantial investments in future technologies such as artificial intelligence, the industrial internet of things (IIoT), 6G, cloud solutions and quantum technology.

Founded more than 85 years ago, Rohde&Schwarz is a reliable partner for industry and government customers around the globe with an established service and support network to safeguard customer investments.

# WELL-ESTABLISHED REGIONAL HUB IN SINGAPORE SINCE 1997

Rohde&Schwarz established its presence in Singapore in 1997, offering state-of-the-art solutions to our customers in all our business fields. The advantage of local and regional expertise coupled with a strong network of subsidiaries in Asia further strengthens our reputation as a trusted partner.

As an integral part of the global strategy of Rohde&Schwarz, our operations in Singapore have grown to match market demands. Today, Rohde&Schwarz in Singapore has well-established capabilities in R&D, production, systems engineering, supply chain management and procurement services.

In addition, Rohde&Schwarz Regional Headquarters was set up in 2002 to oversee the sales and services network in the Asia Pacific region. With more than 1,200 employees at over 16 subsidiaries in the region, we are committed to serve our customers by providing market-leading solutions for state-of-the-art technologies and aftersales support to safeguard their investments.



TEST & MEASUREMENT	TECHNOLOGY SYSTEM	NETWORKS & CYBERSECURITY
<ul style="list-style-type: none"> <li>Wireless</li> <li>Industry, Components &amp; Research</li> <li>Aerospace &amp; Defense Testing</li> <li>Automotive</li> </ul>	<ul style="list-style-type: none"> <li>Mobile Network Testing</li> <li>Secure Communications</li> <li>Critical Infrastructure</li> <li>Government</li> <li>IP Network Analytics</li> <li>Broadcast, Amplifiers &amp; Media</li> </ul>	<ul style="list-style-type: none"> <li>Cloud Managed Business</li> <li>Network &amp; Security Solutions</li> <li>Certified &amp; High-Grade Crypto Solutions</li> </ul>

# AUTHORIZED SERVICE AND ACCREDITED CALIBRATION CENTER IN SINGAPORE



As the regional service center, we are fully equipped with the latest automated calibration systems to support Rohde&Schwarz comprehensive range of test equipment.

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



Thanks to the latest calibration systems and a highly trained service support team with extensive resources, we deliver high-quality local service with fast turnaround times to meet customer needs and ensure satisfaction.

## ISO 9001:2015 certified facility

- ▶ Repair and calibration

## ISO/IEC 17025:2017 SAC-SINGLAS accreditation

- ▶ Calibration and measurement

## Service center authorized by Rohde & Schwarz GmbH & Co. KG

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

## On-time delivery

> 95 %

## Service frequency range up to

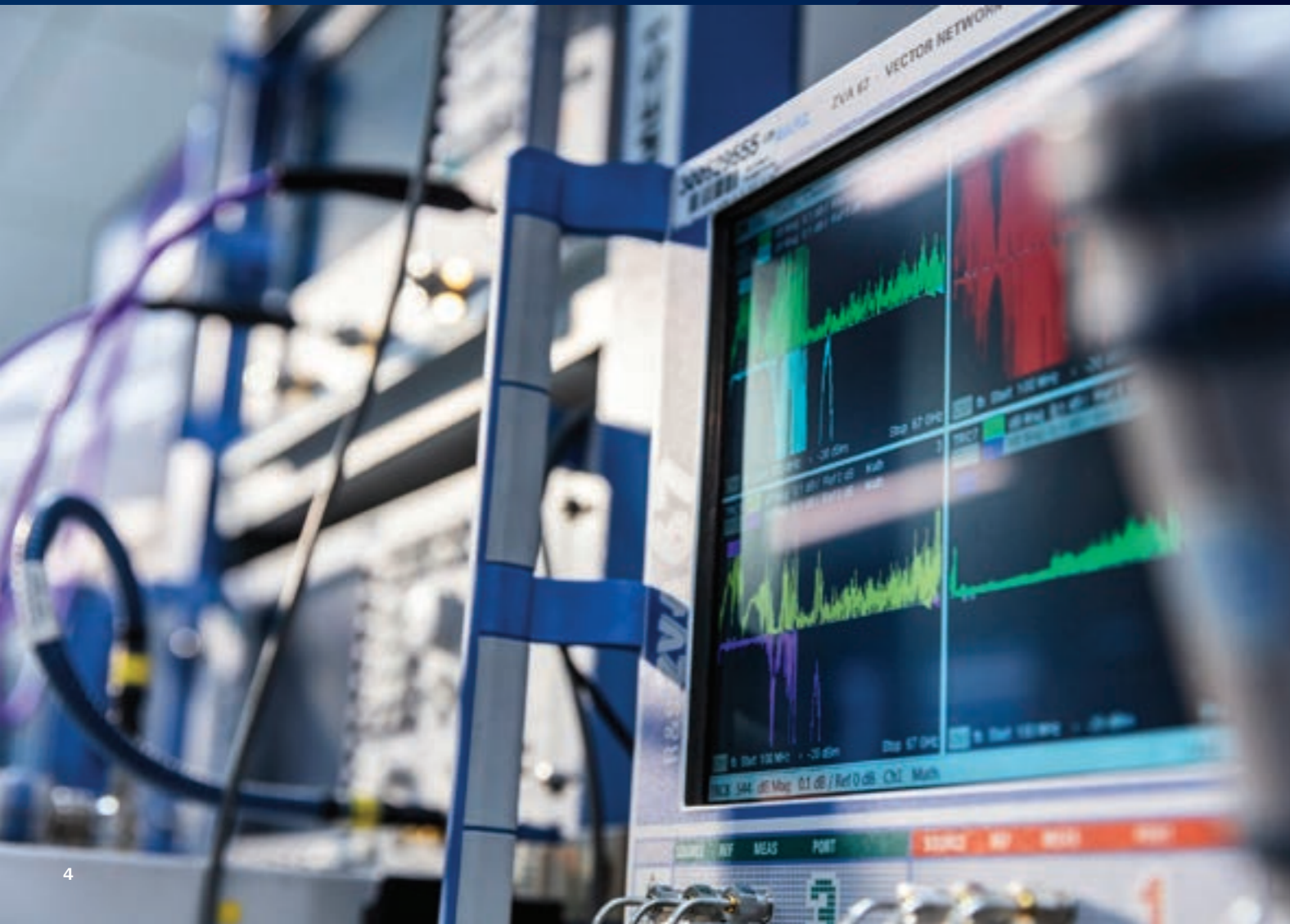
67 GHz

## Automated calibration systems to restore serviced equipment to perfect condition

8

## Turnaround of most calibration jobs

5 days



# CREATING UNIQUE VALUE FOR OUR CUSTOMERS



## Local and personalized contracts

Maintenance contracts, rate contracts and service level agreements are locally generated and personalized for you.



## Customized and flexible service arrangements

Flexible arrangements available such as weekend calibration, performance calibration and instrument cleaning.



## Uncompromising quality

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



## Long-term dependability

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



## Top customer experience

We fully support our customers with comprehensive engineer reports, free technical advice, prioritized response in emergencies and assured high device performance.



## Confidentiality

We properly manage and ensure the confidentiality of all information that we obtain through the provision of our services. If we are legally required to release such information, we will notify you of the information provided unless prohibited by law.

# PRECISION ENSURED BY THE R&S®UCS



- ▶ The R&S®UCS universal calibration system is a Rohde & Schwarz proprietary ATE system
- ▶ Standardized automated routines
- ▶ Manufacturer expertise
- ▶ Built in correction and adjustment
- ▶ Serviced equipment will be restored to perfect condition
- ▶ Pre-programmed automated process

# ACCURACY ENSURED THROUGH AUTOMATIC ADJUSTMENTS

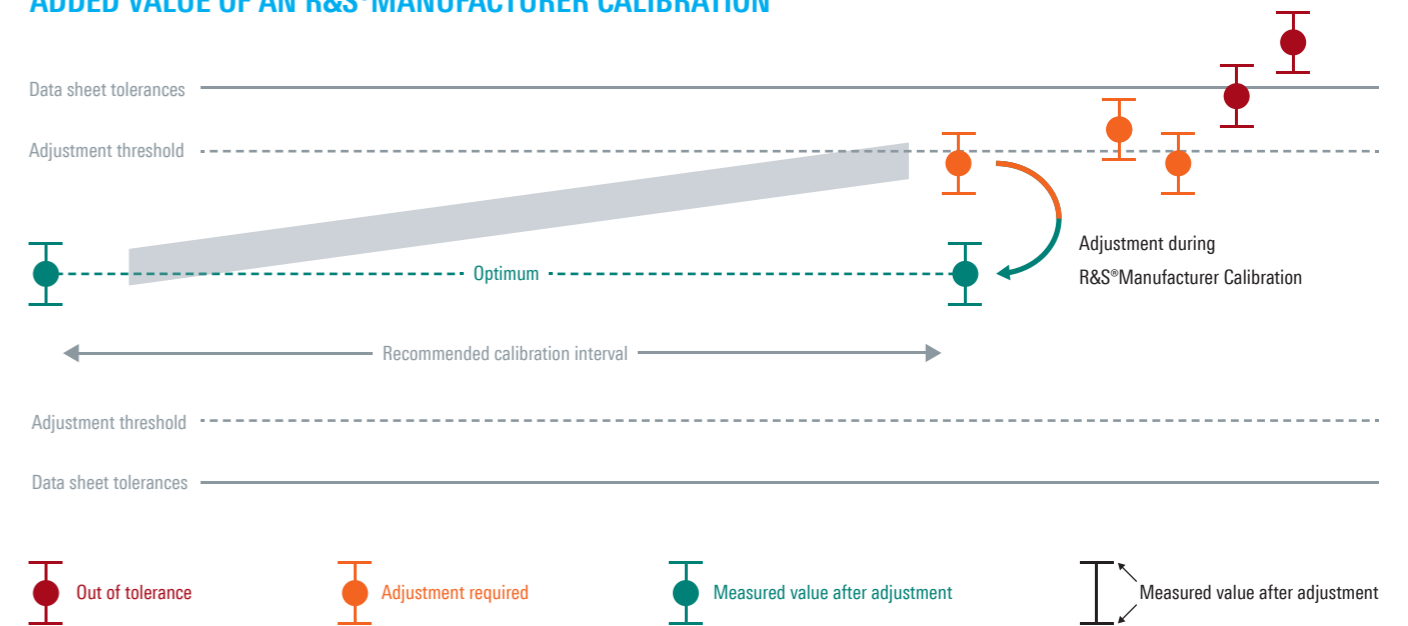
During a Rohde & Schwarz calibration, your instruments are checked for deviations and automatically adjusted to restore them to perfect condition. We not only make adjustments when values fall outside the tolerance range, but we also optimize deviating values even when they fall within the acceptable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

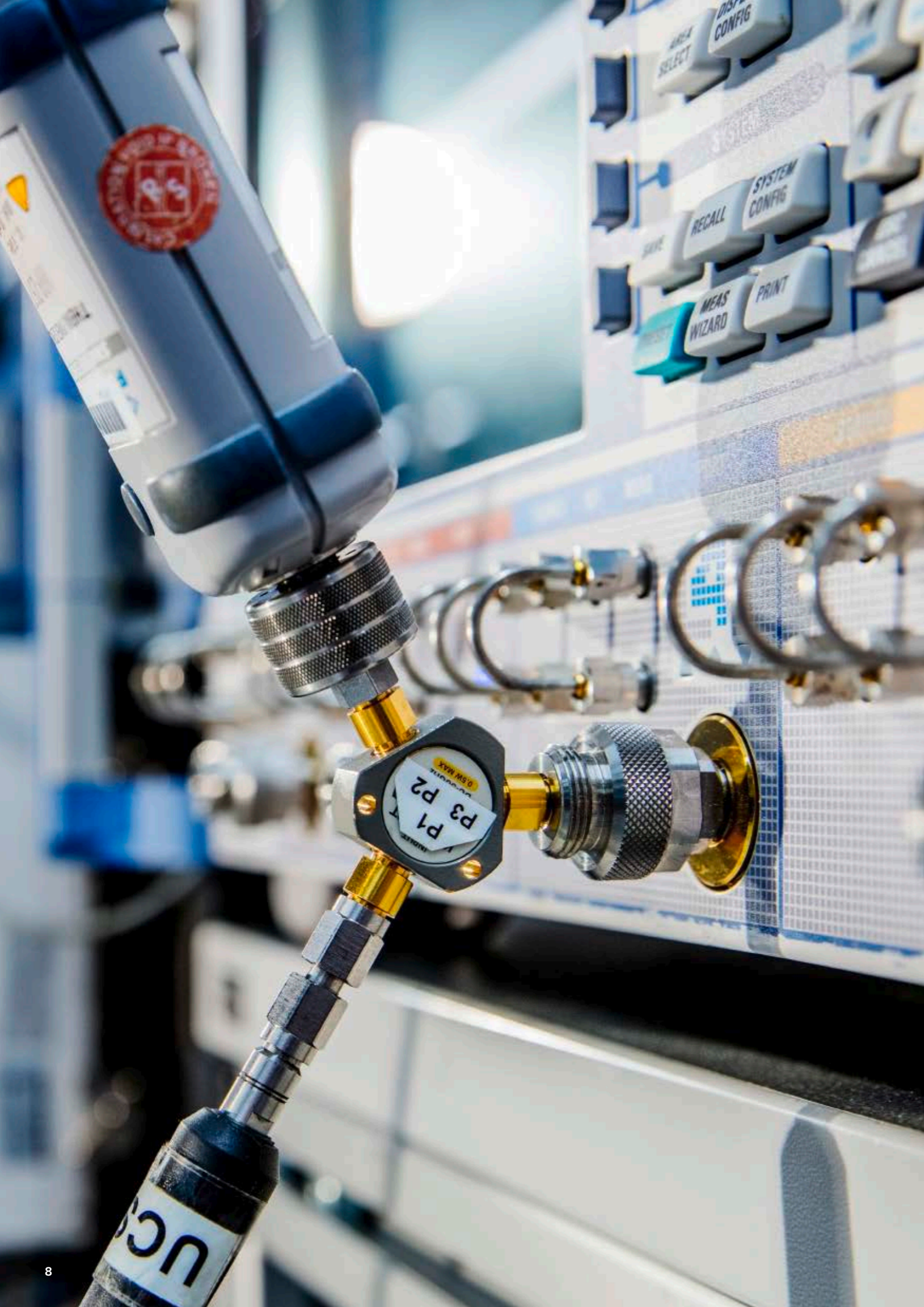
**Our ISO-compliant calibrations help minimize:**

- ▶ Measurement errors
- ▶ Scrap rates during production



## ADDED VALUE OF AN R&S®MANUFACTURER CALIBRATION





# OUR RANGE OF SERVICES

## CONTRACTS AND AGREEMENTS

### Service options

- ▶ Repair and/or calibration contract sold with new equipment

### Comprehensive service contracts (AMC)

- ▶ Similar to a service option but sold by service after standard warranty or contract expires
- ▶ Fixed price, long-term breakdown maintenance
- ▶ Fast turnaround with reduced ownership cost
- ▶ Top customer experience

### Service level agreements

- ▶ Customized agreement ensuring maximum system availability and cost transparency

## LAB SERVICES

### R&S® Accredited Calibration

- ▶ ISO/IEC 17025:2005

### R&S® Manufacturer Calibration

### Time and material repair

- ▶ Spare part and labor services

### Expedited service

- ▶ Standard, two-day and weekend expedited services available

### Option upgrades

### Spare part sales

## ON-SITE SERVICES

### On-site calibration

- ▶ Limited on-site repair services

### On-site option upgrades

- ▶ On-site option upgrades available along with on-site calibration

# SERVICE PACKAGES

You're in good hands, no matter if you buy new instruments or if you want to extend your coverage for existing instruments. We offer services tailored to your needs.

## THAT'S OUR OFFERING FOR NEW INSTRUMENTS:



### Service options — for new instruments and those within the manufacturer warranty period

- ▶ Calibration coverage, with a term of two to four years (CC2 to CC4)
- ▶ Warranty extension, with a term of one to four years (WE1 to WE4)
- ▶ Warranty extension and calibration coverage, with a term of one to four years (CW1 to CW4)

Comparison of the coverage of each type of service options/contracts	(CC) Calibration	(WE) Warranty extension	(CW) Warranty extension and calibration coverage
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 (our recommended calibration interval)	•		•

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

## THAT'S OUR OFFERING FOR EXISTING INSTRUMENTS:



### Service contracts — for existing 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 and calibration, with a term of one to five years (RC1 to RC5)

Comparison of the coverage of each type of service options/contracts	(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 (our recommended calibration interval)		•	•

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

# LONG-TERM BENEFITS: R&S® SERVICE CONTRACTS



### Low, predictable costs

With highly complex instruments or systems, it's not always possible to avoid problems. As the manufacturer, we are thoroughly familiar with the special features of our products, and know where to look if there is a problem. Our R&S®Service Contracts keep the overall costs for your product transparent and stable at all times. For example, a five-year repair coverage contract is often less expensive than the cost of a single repair.

### Added value

With every maintenance, repair and calibration, you benefit from efficient Rohde & Schwarz solutions. This can be very cost-effective in the long run.



### Reliable and dependable

Lasting functionality and availability are fundamental to profitable operations. Regular maintenance and calibration of your Rohde & Schwarz instruments ensures dependable workflows that maintain precision even after many years. A five-year repair and calibration coverage contract directly from the manufacturer ensures that your instruments are regularly checked and adjusted. You can rely on the highest precision and be confident that everything will go according to plan, now and in the future.

### Added value

A service only the manufacturer can offer: any time your instruments are in for repair or calibration, Rohde & Schwarz checks to see if they need modifications or updates and brings them up to date.



### Transparent and flexible

Operation of your instruments can result in costs you did not originally factor in. The R&S®Service Contracts make it easy for you to keep an eye on your operating costs. Our knowledgeable representatives will help you quickly find the right services for your business requirements. Knowing that your instruments are always working to their full potential allows you to focus on your core business.

### Added value

The R&S®Service Contracts make it easy for you to budget by giving you absolute price stability for the term of the agreement. Our distribution partners will be happy to show you all our service options.

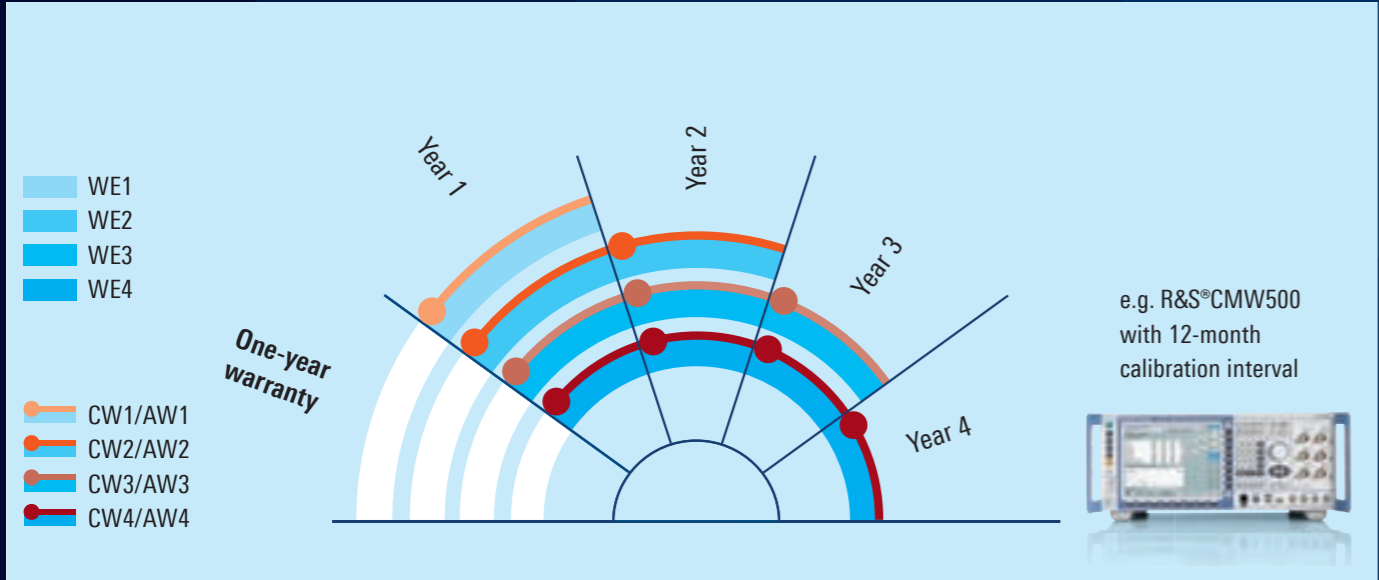
# WARRANTY EXTENSION AND CALIBRATION COVERAGE



Description	Extended warranty (WE1 to WE4)	Extended warranty with calibration coverage (CW1 to CW4)	Extended warranty with accredited calibration coverage (AW1 to AW4)
Repair in case of malfunction	•	•	•
Calibration if necessary as part of repair	R&S®Manufacturer Calibration	R&S®Manufacturer Calibration	R&S®Accredited Calibration
Planned calibrations in line with Rohde & Schwarz guidelines and ISO/IEC 17025		R&S®Manufacturer Calibration	R&S®Accredited Calibration
Calibration as needed as part of hardware upgrades		R&S®Manufacturer Calibration	R&S®Accredited Calibration
Firmware updates	•	•	•
Preventive maintenance and reliability modifications	•	•	•

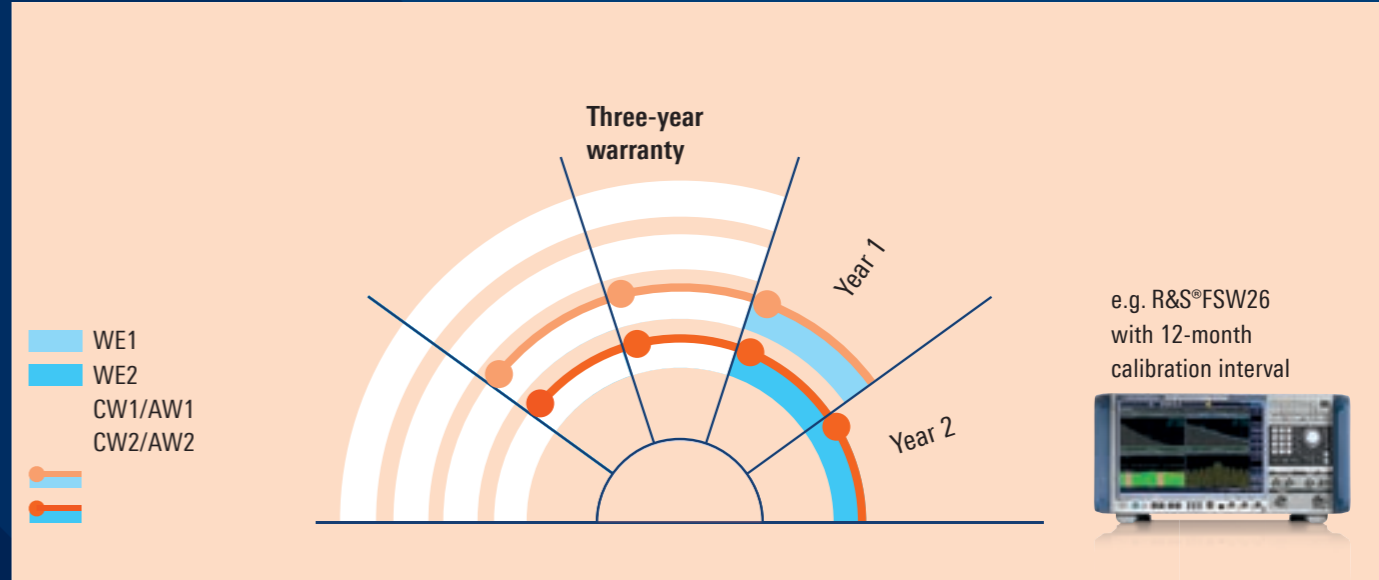


WE and CW/AW for products with a one-year warranty



● Calibration — Calibration coverage

WE and CW / AW for products with a three-year warranty



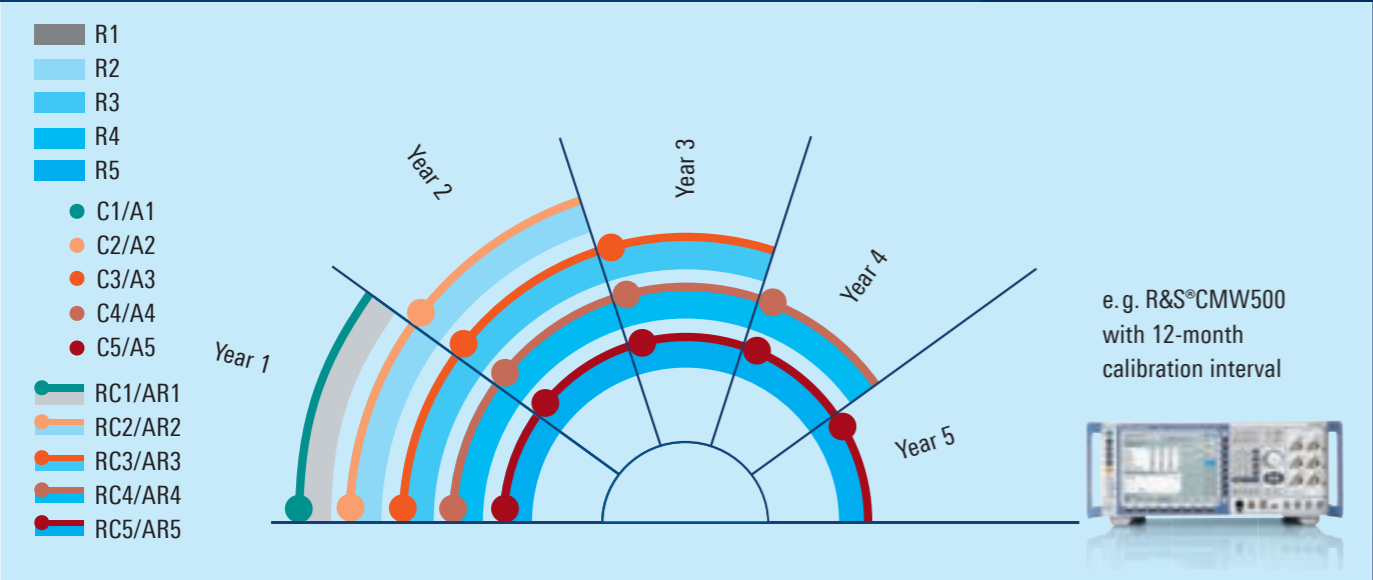
● Calibration — Calibration coverage

# REPAIR AND CALIBRATION



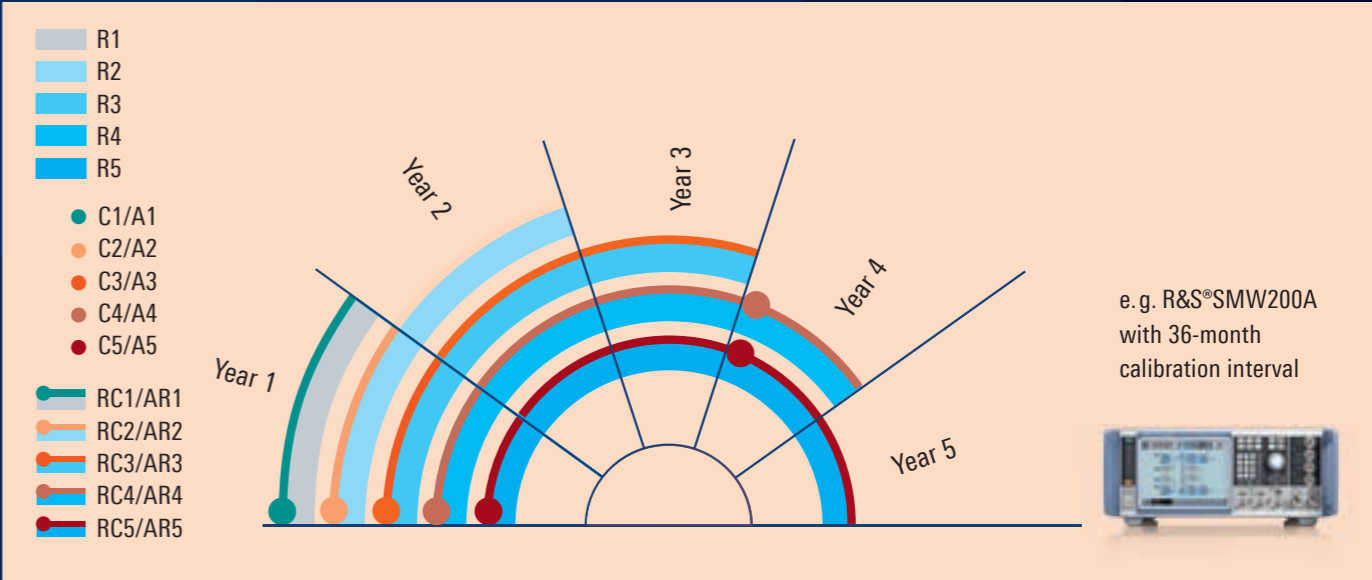
Coverage	Repairs	Calibration (Rohde & Schwarz recommended intervals)		Calibration (Rohde & Schwarz recommended intervals) and repairs	
Product	R1 to R5	C1 to C5	A1 to A5	RC1 to RC5	AR1 to AR5
Includes	Repair coverage	R&S® Manufacturer Calibration	R&S® Accredited Calibration	R&S® Manufacturer Calibration and repair coverage	R&S® Accredited Calibration and repair coverage
Repairs	•			•	•
Calibration needed during repair	•	•	•	•	•
Scheduled calibration in line with Rohde & Schwarz guidelines and ISO/IEC 17025		•	•	•	•
Calibration as required due to technical upgrade		•	•	•	•
Calibration adjustments for optimum and reliable performance	•	•	•	•	•
Firmware updates	•	•	•	•	•
Preventative maintenance and service modifications	•	•	•	•	•

R, C/A and RC/AR for products with a one-year calibration interval



● Calibration — Calibration coverage

R, C/A and RC/AR for products with a three-year calibration interval



● Calibration — Calibration coverage



**Service at Rohde & Schwarz**  
**You're in great hands**

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

**Rohde & Schwarz**

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[www.rohde-schwarz.com](http://www.rohde-schwarz.com)

**Sustainable product design**

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

Certified Quality Management  
**ISO 9001**

Certified Environmental Management  
**ISO 14001**

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