



Rohde & Schwarz Singapore

SERVICE THAT ADDS VALUE

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.

TEST & MEASUREMENT

Wireless | Industry, Components &
Research | Aerospace & Defense Testing |
Automotive

TECHNOLOGY SYSTEM

Mobile Network Testing |
Secure Communications |
Critical Infrastructure | Government |
IP Network Analytics |
Broadcast, Amplifiers & Media

NETWORKS & CYBERSECURITY

Cloud Managed Business |
Network & Security Solutions |
Certified & High-Grade Crypto Solutions

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.



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.



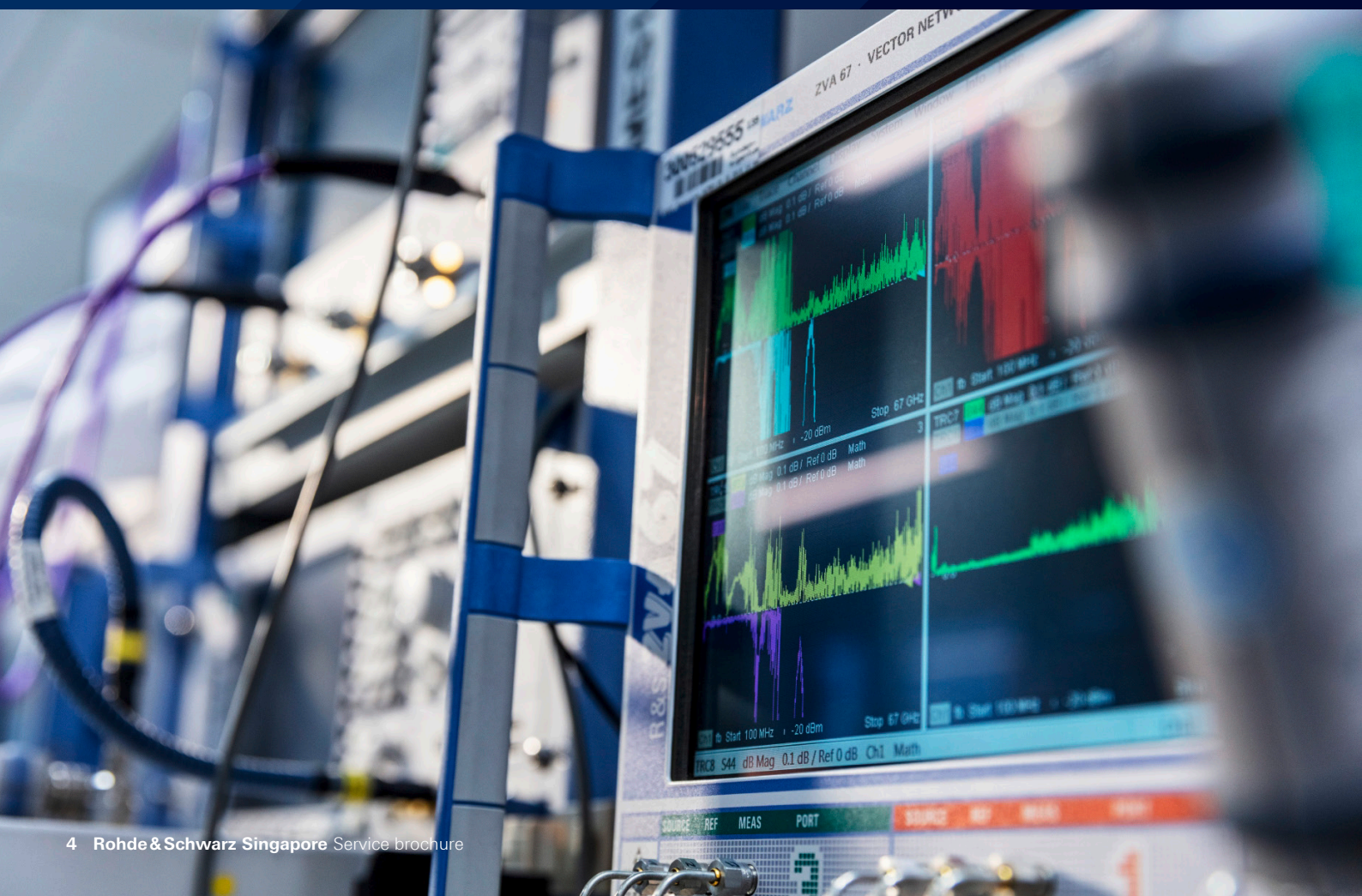
ISO 9001:2015 certified facility
▶ Repair and calibration



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



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.

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.



Long-term dependability

We continually 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 weekend calibration, performance calibration and instrument cleaning.



Top customer experience

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



Uncompromising quality

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



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

ROHDE & SCHWARZ
ADAPTER TO UCS | Z26XP-B15 | M3SR SERIES 4100
UCS

ACCURACY ENSURED THROUGH AUTOMATIC ADJUSTMENTS

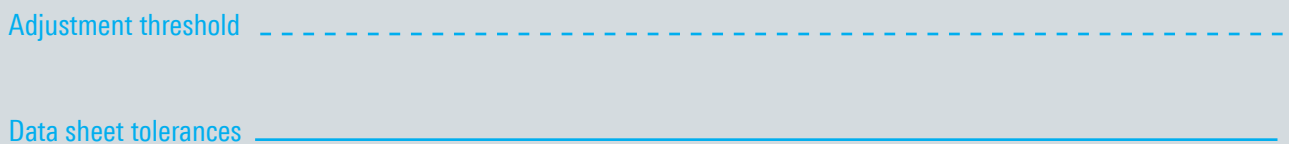
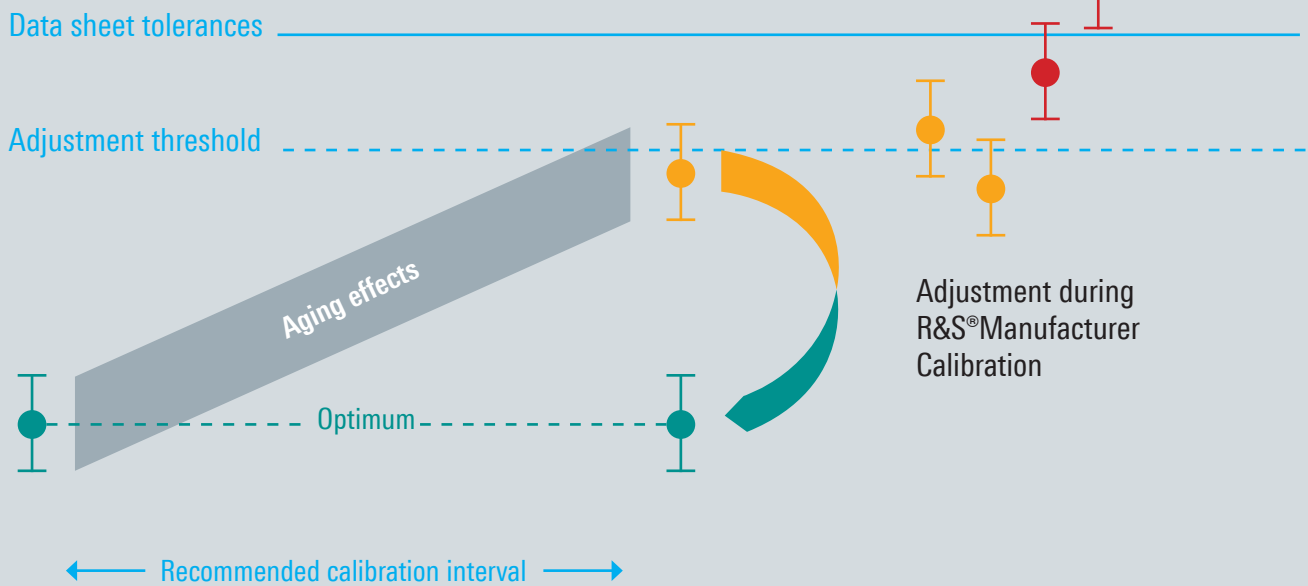
During a Rohde & Schwarz calibration, your instruments are checked for deviations and automatically adjusted to restore them to perfect condition. We not only make adjustments when values fall outside the tolerance range, but we also optimize deviating values even when they fall within the acceptable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

Our ISO-compliant calibrations help minimize:

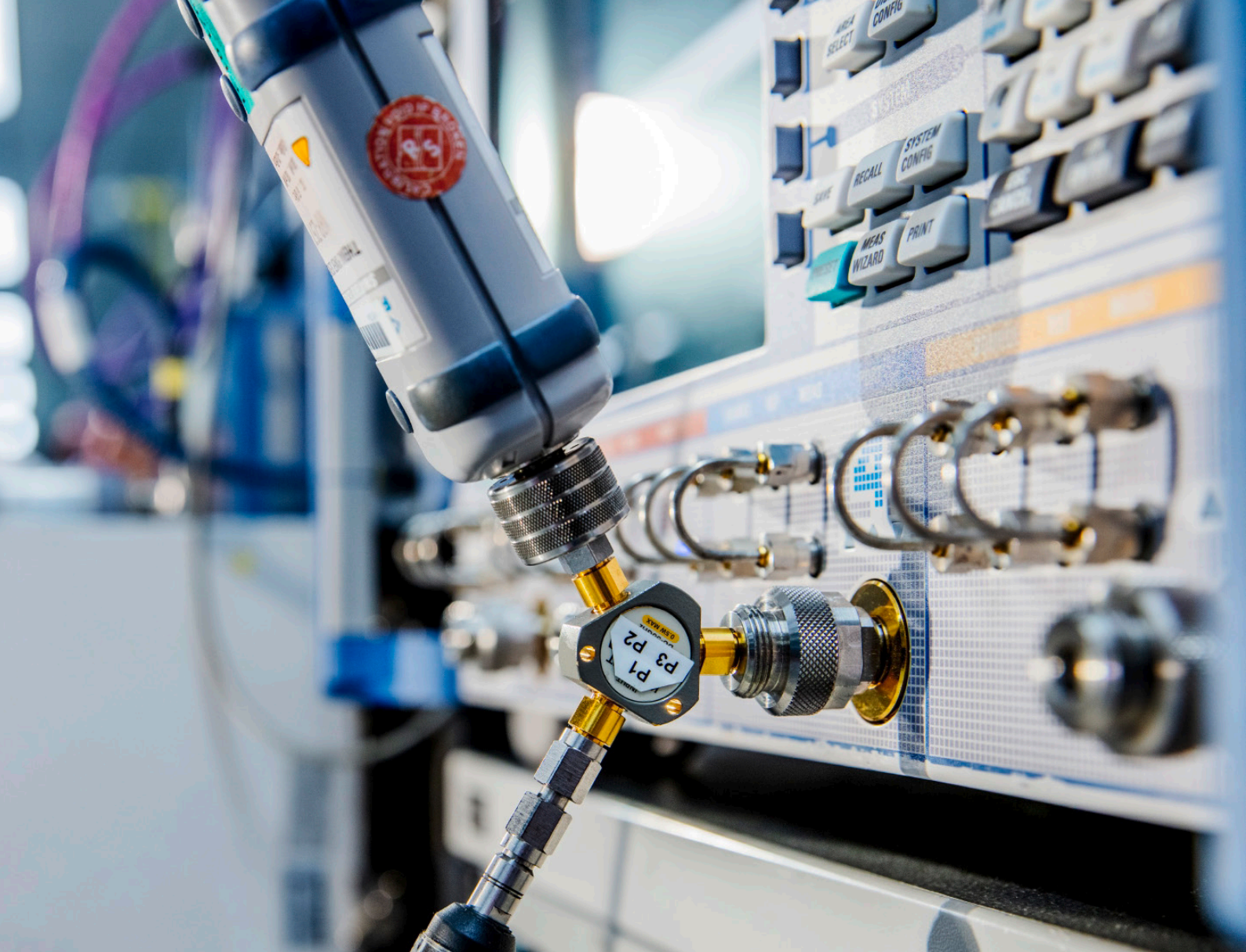
- ▶ Measurement errors
- ▶ Scrap rates during production



Added value of an R&S® Manufacturer Calibration



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



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

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)

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 and calibration, with a term of one to five years (RC1 to RC5)

Comparison of the coverage of each type of service options/contracts	For new equipment			For existing equipment		
	(CC) Calibration coverage	(WE) Warranty extension	(CW) Warranty extension and 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 (our recommended calibration interval)	✓		✓		✓	✓

Excluding defects 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

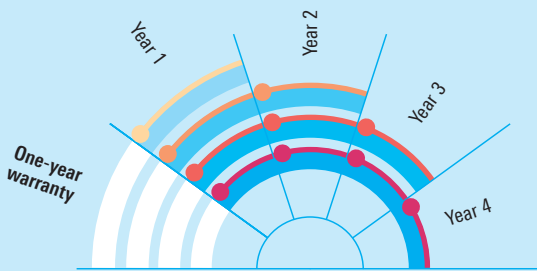
The R&S®Service Contracts make it easy for you to budget by giving you absolute price stability for the term of the agreement. Our distribution partners will be happy to show you all our service options.

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

- WE1
- WE2
- WE3
- WE4
- CW1/AW1
- CW2/AW2
- CW3/AW3
- CW4/AW4



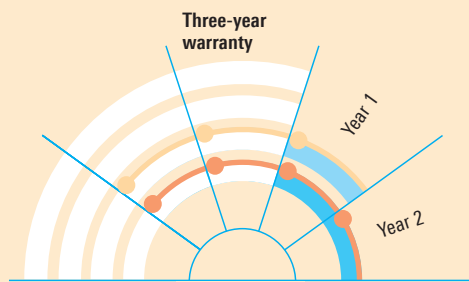
e.g. R&S®CMW500 with 12-month calibration interval



● Calibration ■ Calibration coverage

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

- WE1
- WE2
- CW1/AW1
- CW2/AW2



e.g. R&S®FSW26 with 12-month calibration interval

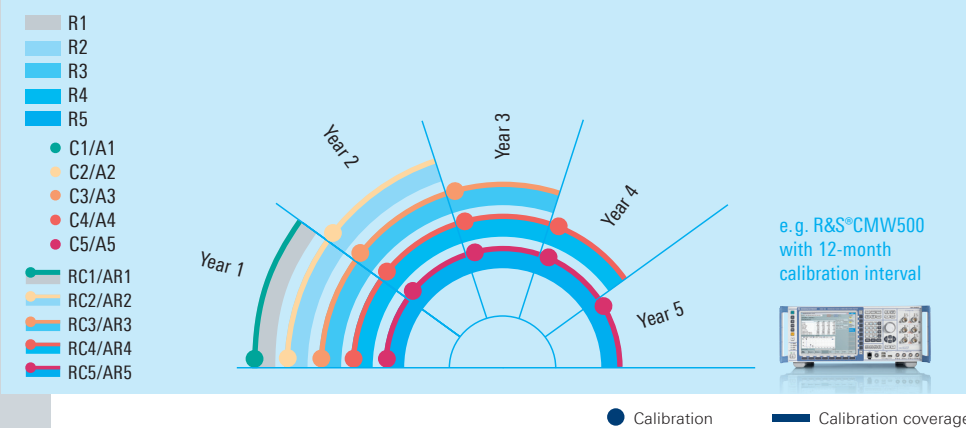


● Calibration ■ Calibration coverage

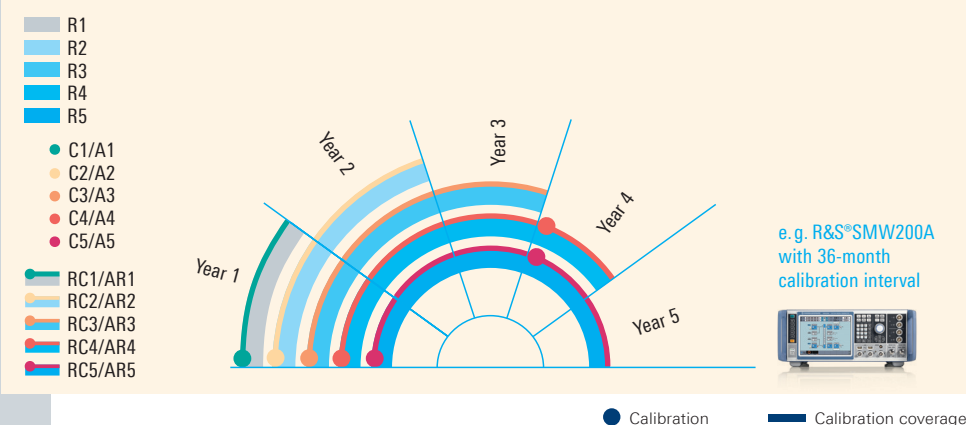
REPAIR AND CALIBRATION

Coverage	Repairs	Calibration (Rohde & Schwarz recommended intervals)		Calibration (Rohde & Schwarz recommended intervals) and repairs	
		R1 to R5	C1 to C5	A1 to A5	RC1 to RC5
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



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



Service you can rely on

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

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