



CUSTOMER SERVICE TECHNICAL SUPPORT

Anritsu
Advancing beyond



THE INDUSTRY'S MOST RESPONSIVE SERVICE & SUPPORT

Performance360 provides everything you need to keep your Anritsu equipment running at peak performance.

All customers receive phone support, plus assistance for startup, optimal operation, and equipment issues at no additional cost.

- **Free Phone Support:** Anritsu gives free phone support to all customers during business hours (M–F, 8am–5pm Central Time).

24/7 Support Line: (847) 419-9729, ext. 321

- **Support:** am-ais-support@anritsu.com
- **Parts:** am-ais-parts@anritsu.com

- **Service Technicians:** Regional field technicians, cross trained in all Anritsu products, are available in all areas of North and South America. If a problem can't be resolved over the phone or with Anritsu Remote Support, you can typically expect a technician at your facility in under 24 hours.*

- **Parts:** Critical parts are stocked at Anritsu's U.S. headquarters in Elk Grove Village, IL, with available next-day delivery. You can also order spare parts kits to minimize potential downtime.

*U.S. Direct service technicians

Discover what you've been missing...™

FOCUSED ON YOU

We're dedicated to making every encounter with Anritsu positive, whether by phone, email, or in person.



Average
response time
from service
request to
technician arrival

Credit cards accepted for service & parts



EXPANDED SERVICES & SUPPORT

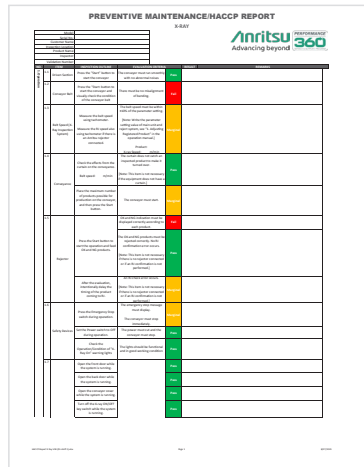
Performance360 includes value added services to ensure and enhance your product quality, productivity and cost effectiveness.

PREVENTIVE MAINTENANCE

Get the most out of your Anritsu inspection equipment with a Preventive Maintenance Plan.

Every PM visit includes the following:

- HACCP safety validation
- Detailed system health check
- Recommended parts and maintenance
- Equipment calibration
- Performance validation
- Documentation and reporting



ANNUAL HACCP SAFETY VALIDATION

Ensure that your Anritsu equipment keeps you in compliance by meeting applicable HACCP/government regulations.



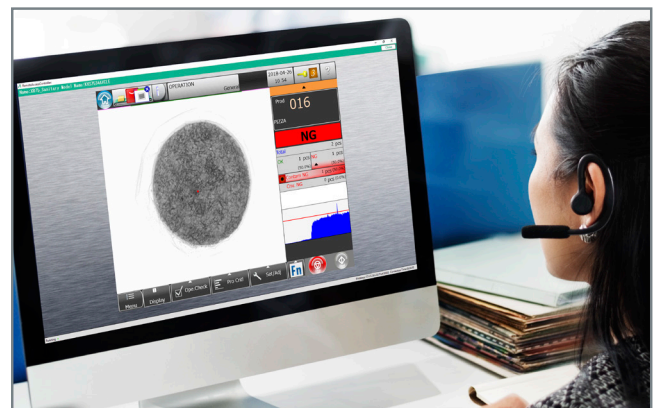
DATA & NETWORKING

Anritsu equipment is network ready, giving you access to comprehensive inspection and status data, reporting, and remote commands.

Anritsu supports Ethernet, EtherNet/IP, and OPC-UA protocols. (OPC-DA on checkweighers only)



QUICCA3 software allows quality and production monitoring & management of Anritsu inspection machines.



STARTUP & TRAINING

STARTUP/COMMISSIONING

Certified, cross-trained technicians are available throughout the Americas to come to your facility and get you up and running quickly and correctly.

Commissioning includes equipment installation and setup, plus training for quality, operation, and maintenance personnel.

RADIATION SAFETY TRAINING

- Radiation Safety Officer and operator training
- X-ray compliance kit

CHAMPIONSHIP TRAINING

- Detailed system training for operators, maintenance and quality to create product champions
- Available at your facility or Anritsu U.S. headquarters