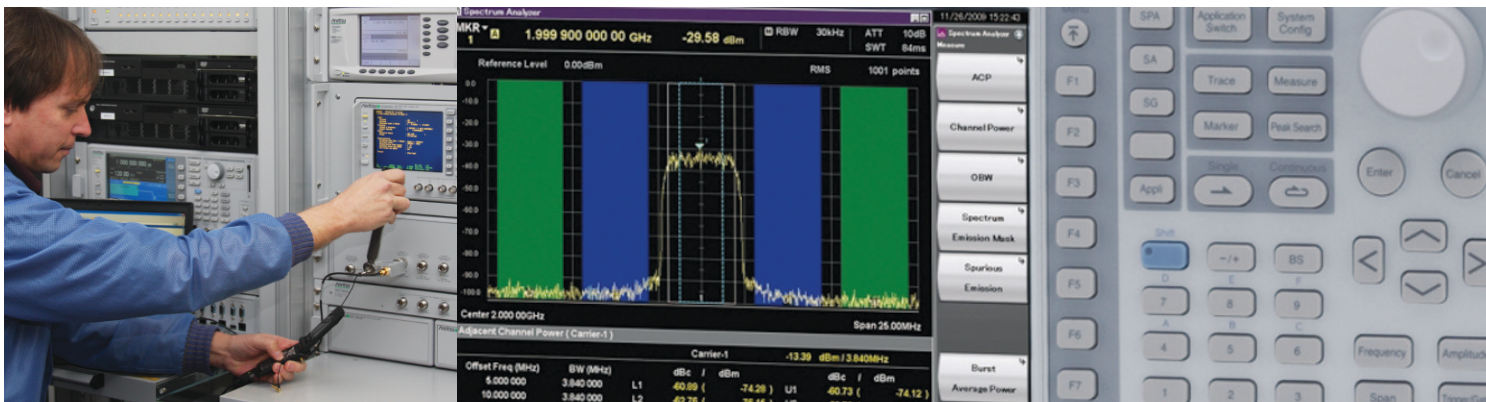




## Repair and Calibration **Services and Support Programs**



Worldwide Service Center Network

Service Program Options

Service Agreement Benefits

# Worldwide Service Center Network

Anritsu's repair and calibration programs help ensure your products continue to operate at peak performance and reliability. All repairs are covered by a 90-day repair warranty on parts replaced and services performed. Entrust us with your Anritsu test and measurement equipment for expert product support, fast service and competitive pricing.

**Our service technicians are factory trained** with expertise in Anritsu products, following factory approved procedures.

**Our service centers are ISO 9001-2008 compliant**, equipped to install factory-designated improvements and recommended engineering upgrades, and outfitted with custom automated test systems.

**Our service agreement prices are locked** in so you know your exact product lifecycle maintenance costs. Plus, if you purchase a Repair Agreement or Full Service Agreement within 30 days of a per-incident service, you are eligible to receive a 25% discount.



MT8820C Radio Communication Analyzer

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Anritsu offers accredited calibrations that meet the requirements of the ISO/IEC 17025 and ANSI/NCSL Z540-1/Z540-3 “General requirements for the competence of testing and calibration laboratories.” This accreditation covers the specific calibration listed on the agreed scope of accreditation. Contact your nearest Anritsu service center to find out the specific model numbers eligible for ISO 17025 accredited calibration.

## Programs Available – Choose What’s Right for You

### Extended Service Program

Lock in maintenance cost savings at the time of equipment purchase for maximum benefit. Experience the peace of mind associated with buying support beyond the equipment’s original warranty. Add support options at any time during the new product warranty period.

### Standard Service Program

Receive economic per-incident service for most Anritsu products at a pre-established standard price with your choice of standard calibration or premium calibration services.

### Service Agreement Program

Know in advance your exact support costs with annual repair agreements and/or calibration service agreements are available on most Anritsu products.

To order service, arrange for service agreements or get information on available service programs in your region, call a customer service center (listed on back cover) or go to: **[www.anritsu.com/support](http://www.anritsu.com/support)**.

## Special Service Offerings

### On-Site Support

To minimize downtime, Anritsu offers calibration and repair service done right at your company’s location. Great for production or critical need situations.

### Balanced Billing Options

Need to spread your service costs over a certain time period? Our balanced billing program can help fix your maintenance costs evenly each month, even if your service needs vary.

### Pre-scheduled Service

Vacation shutdowns? Plant maintenance? Utilize Anritsu’s free pre-scheduled service option to have your equipment scheduled and serviced at the same time.

### Customized Service Plans

Do you have a special service requirement? We can tailor a support plan that fits your company’s requirements and goals.

### Expedited Turnaround

Ask about our “next up” service for most models. For a nominal charge, your equipment will be serviced by the first available qualified technician. It’s no charge if your equipment is under a service agreement.

# Anritsu Extended Service Program

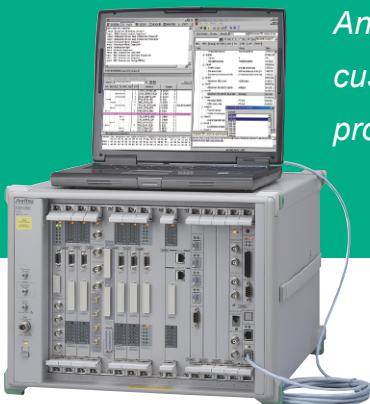
Lock in maintenance cost savings at the time of equipment purchase for maximum benefit. Experience the peace of mind associated with buying support beyond the equipment's original warranty. Add support options at any time during the new product warranty period. Each option extends the benefits of factory warranties to provide two, three or five years of service and delivers quality on-site or return-to-Anritsu service center repairs and calibrations.

## Repair Only Options

Your equipment can be repaired either on-site or at one of our service centers. When you choose on-site service, Anritsu provides next-day response at your location as well as all labor and material needed (subject to local availability). Calibration after repair and routine calibration/verification are excluded.

## Calibration Only Options

These return-to-Anritsu service center options enable you to maintain equipment in compliance with ANSI/NCSL Z540-1. Calibrations are done at factory-recommended intervals. When you choose our standard service level, you receive pre-calibration test data for out of tolerance parameters, a certificate of calibration which attests to compliance with ANSI/NCSL Z540-1 and NIST traceability, a calibration sticker indicating the date of calibration and the recommended recalibration date, as well as a free calibration after any repair performed by Anritsu. When you choose our premium service level, you also receive a full set of before-and-after adjustment test data.



MD8480C W-CDMA Signaling Tester

*Anritsu's worldwide policy of delivering superior customer satisfaction demands a stringent program of continuous development to meet or exceed our customers' expectations.*





# All repairs are covered by a 90-day repair warranty on parts replaced and services performed.

## Repair With Calibration Options

This option extends the repair portion of the product's factory warranty, with labor and parts provided by Anritsu. In addition, your Z540 calibrations are done at factory-recommended intervals at an Anritsu service center. When you choose our standard service level, you receive pre-calibration test data for out of tolerance parameters, a certificate of calibration which attests to compliance with ANSI/NCSL Z540-1 and NIST traceability, a calibration sticker indicating the date of calibration and the recommended recalibration date, as well as a free calibration after any repair performed by Anritsu. When you choose our premium service level, you receive everything included in our standard service plus a full set of before and after adjustment test data.

## On-Site Calibration Options

Calibrations (verifications for VNA products) are done on-site at factory-recommended intervals. When you choose our standard service level, you receive a complete set of ANSI/NCSL Z540-1 documentation and precalibration test data for out of tolerance parameters. When you choose our premium service level, you receive a complete set of ANSI/NCSL Z540-1 documentation and a complete set of before and after adjustment test data.

Anritsu Extended Service options are summarized below. Place your order using the appropriate ES code.

Extended Service Program Support Options	2-Year	3-Year	5-Year
<b>Repair Only Options</b>			
Return-to-Anritsu Repair Only	ES210	ES310	ES510
On-Site Repair Only	ES211	ES311	ES511
<b>Calibration Only Options</b>			
Return-to-Anritsu Standard Calibration	ES212	ES312	ES512
Return-to-Anritsu Premium Calibration	ES215	ES315	ES515
<b>Repair with Calibration Options</b>			
Return-to-Anritsu Repair and Standard Calibration	ES213	ES313	ES513
Return-to-Anritsu Repair and Premium Calibration	ES216	ES316	ES516
<b>Calibration with Verification Options</b>			
On-Site Standard Calibration/Verification	ES214	ES314	ES514
On-Site Premium Calibration/Verification	ES218	ES318	ES518



## Anritsu Standard Service Program

Receive economic per-incident service for most Anritsu products at a pre-established standard price. All service is provided on a return-to-Anritsu service center basis. Two types of Z540-compliant calibration services are offered. Standard calibration provides the minimum level of documentation necessary for compliance with ANSI/NCSL Z540-1. For those customers who need a full set of pre- and post-calibration data, we offer premium calibration.

### Standard Calibration

Provides verification that the model meets or exceeds all of its published specifications, execution of necessary adjustments, test data for out of tolerance parameters recorded before any necessary adjustments, and a certificate of calibration which attests to Z540 compliance.

### Standard Repair

Provides for the correction of problems resulting from a single failure. This service includes a performance verification to ensure that the model can be calibrated but excludes a certificate of calibration or calibration sticker.

### Standard Full Service

Includes Standard Repair and Standard Calibration as described above, at a reduced price.

### Premium Calibration

Provides verification that the model meets or exceeds all of its published specifications, execution of necessary adjustment procedures as outlined in the operation and maintenance manual for that model, test data taken before and after any necessary adjustments, a certificate of calibration which attests to compliance with ANSI/NCSL Z540-1 and NIST traceability, a list of test equipment used in the verification and the environmental conditions at the time of verification, and a calibration sticker indicating date of calibration and recommended recalibration date.

### Premium Full Service

Includes the correction of problems resulting from a single failure. Test data taken before and after the repair is provided, plus all of the elements of the Premium Calibration are included.

# Anritsu Service Agreement Program

Know in advance exactly what your support cost will be. All service is provided on a return-to-Anritsu service center basis. In addition to repair agreements, two types of calibration service agreements are offered. Standard Calibration Agreements provide the minimum level of documentation necessary for compliance with ANSI/NCSL Z540-1. For those customers who require a full set of pre- and post-calibration data, we offer Premium Calibration Agreements.

## Standard Calibration Agreement

On a scheduled basis, provides verification that the model meets or exceeds all of its published specifications, execution of necessary adjustments, test data for out of tolerance parameters recorded before any necessary adjustments, a certificate of calibration which attests to compliance with ANSI/NCSL Z540-1 and NIST traceability, a list of test equipment used in the verification and the environmental conditions at the time of the verification, and a calibration sticker indicating date of calibration and recommended recalibration date. The customer is responsible for returning the product to Anritsu at the specified intervals. Additional calibrations are available at an adjusted price. Anritsu will offer to perform any necessary repairs on a per-incident basis prior to completing the calibration..

## Repair Agreement

Provides for all labor and material required to maintain the instrument in good working condition on a return to Anritsu service center basis. Replacement parts will be new or refurbished. Replaced parts become the property of Anritsu. This service excludes periodic calibration.

## Full Service Agreement

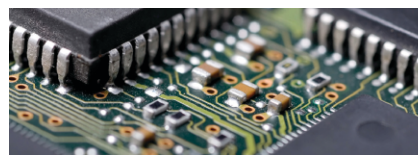
Combines the features of the Standard Calibration Agreement and the Repair Agreement described above.

## Premium Calibration Agreement

On a scheduled basis, provides verification that the model meets or exceeds all of its published specifications, execution of necessary adjustments, test data taken before and after any necessary adjustments, a certificate of calibration which attests to compliance with ANSI/NCSL Z540-1 and NIST traceability, a list of test equipment used in the verification and the environmental conditions at the time of the verification, and a calibration sticker indicating date of calibration and recommended recalibration date.

## Premium Full Service Agreement

Includes the correction of problems resulting from a single failure. Test data taken before and after the repair is provided, plus all of the elements of the Premium Calibration Agreement are included.





You can depend on Anritsu to support you and your customers, wherever they are located. Anritsu's extensive service center network can be found in all major technology marketplaces throughout the Americas, Europe and Asia. Warranty and maintenance support is only a phone call away.

## Service Centers

### WESTERN REGION

ANRITSU COMPANY  
490 Jarvis Drive  
Morgan Hill, CA 95037-2809  
Telephone: (408) 778-2000  
1-800-ANRITSU  
Fax: (408) 776-8024

### CENTRAL REGION

ANRITSU COMPANY  
450 Century Parkway, Suite 190  
Allen TX 75013  
United States  
Telephone: (972) 644-1777  
1-800-ANRITSU  
Fax: (972) 671-1877

### BRAZIL

ANRITSU ELECTRONICA LTDA.  
Praca Amadeu Amaral, 27-1 Andar  
01327-010 Paraiso, Sao Paulo, Brazil  
Telephone: 011-55-11-3283-2511  
Fax: 011-55-21-288-6940

### CANADA

ANRITSU INSTRUMENTS LTD.  
700 Silver Seven Road, Suite 120  
Kanata, Ontario K2V 1C3  
Telephone: (613) 591-2003  
Fax: (613) 591-1006

[www.anritsu.com](http://www.anritsu.com)

## SALES CENTERS

**USA/Canada** 1-800-ANRITSU | **Europe** 44 1582-433433 | **Japan** 81 (46) 223-1111 | **Asia-Pacific** (852) 2301-4980 | **South America** 55 (11) 3283-2511