

Anritsu

Discover What's Possible™



Customer Service Programs

This brochure is intended to provide you with information on Anritsu's Customer Service capabilities and products. It contains information about our Customer Service Center Network, our Service Agreements and Standard Service Programs.

Worldwide Service Center Network

Anritsu is committed to providing fast and efficient customer support through a worldwide, computer linked, network of Customer Service Centers. Each Customer Service Center is staffed by factory-trained professionals and supplied with an extensive inventory of factory approved parts and replacement assemblies.

Service Centers Located Near You

Service centers strategically located across the country to provide a friendly and professional support team conveniently located near you.

Technical Experts

Our Service Specialists are experts at the repair and calibration of Anritsu products. They receive regular factory training on new and existing products and are fully equipped to provide fast, economic, service for all your Anritsu products.

Product Upgrades

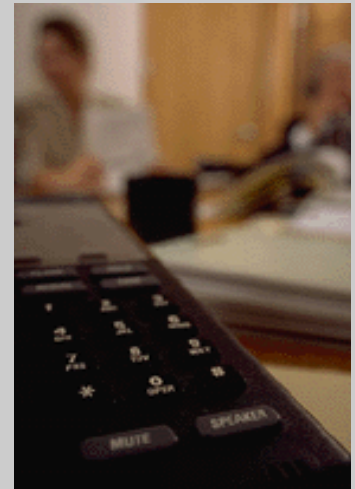
Anritsu Service Centers are equipped to install factory designated improvements and recommended engineering upgrades related to your Anritsu product. These upgrades help insure peak product performance and highest reliability.

Automated Test Systems

Each Customer Service Center is equipped with custom automated test systems to aid in the repair and calibration of Anritsu products. This automation results in increased efficiency and cost savings, which are passed on to our customers in the form of competitive prices and quick turnaround.

5-Day Turnaround

When a product requiring service is covered by an Anritsu Service Agreement or accompanied by a pre-approved service purchase order, we will in most cases complete the requested service and have the product on its way back to you within five working days.



Anritsu's world-wide policy of delivering superior customer satisfaction has demanded a stringent program of continuous development to meet or exceed our customers' expectations.



Service Agreements

If you purchase a Repair or Full Service Agreement within 30 days of a Per-Incident service you are eligible to receive a 25% discount on the price of the service agreement.

Program Overview

Annual Repair and/or Calibration Service Agreements are available on most Anritsu products. With an Anritsu Service Agreement you know in advance exactly what your support costs 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. Z540 Calibration Agreements provide the minimum level of documentation necessary for compliance with ANSI/NCSL Z540-1-1994. For those customers who require a full set of pre- and post calibration data we offer Premium Calibration Agreements (the amount of test data and price are the only differences between the two types of Calibration Agreements).

The Five Service Agreements offered are:

Z540 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 Z540-1-1994 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 re-cal 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 does not include periodic calibration.

Full Service Agreement. Combines the features of the Z540 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 Z540-1-1994 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 re-cal date.

Premium Full Service Agreement. Includes all the features of the Repair Agreement, and Premium Calibration Agreement.



Service Agreement Benefits

Factory Expertise. With Anritsu's Service Agreement program you get the benefits of having your product serviced by factory-trained specialists following factory-approved procedures.

Cost Savings. Anritsu Calibration and Repair Service Agreements are typically less expensive than equivalent Per-Incident service. Plus, you know in advance exactly what your product support costs will be.

Increased Productivity. Anritsu Service Agreements promote customer productivity through reduced repair turnaround time and more efficient service order processing. Turnaround time will typically be reduced to five working days, and Anritsu will pay for the return shipment within the continental U.S. via second day air service for all products weighing less than 60 lbs. (Surface shipment for all products weighing over 60 lbs).

Special Service Offerings

On-Site Support: To minimize down time Anritsu offers calibration and repair service done right at your companies location. Great for production or critical need situations!

Balanced Billing Options. We have a variety of billing options to fill your needs. Need to spread your service costs over a 12 month time period? Use our balanced billing program to 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. To keep your down time to a minimum, contact your local service center to schedule (for a service center near you, please check the back cover).

Customized Service Plans. Do you have a special service requirement? Let Anritsu tailor a support plan that fits your companies requirements and goals. Contact your local service center!

Next Up. If you require expedited turn around, we offer "next up" service for most models. For a nominal charge, your equipment will be serviced by the first available qualified specialist. This service is offered at no charge if your equipment is currently under a service agreement contract.



Standard Service Program

Program Overview

Anritsu's Standard Service Program provides 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. Z540 Calibration provides the minimum level of documentation necessary for compliance with ANSI/NCSLZ540-1-1994. For those customers who need a full set of pre—and post—calibration data we offer Premium Calibration.

The Five Per-Incident Services offered are:

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 does not include a Certificate of Calibration or calibration sticker. *(See Standard Repair and Z540 Calibration below.).*

Z540 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, a Certificate of Calibration which attests to Z540 compliance.

Standard Full Service. Includes Standard Repair and Z540 Calibration as described above at a reduced price.

A Mini-Repair price is offered in the place of a Standard Repair (and the repair portion of any Full service offering) if the repair is minor and can be completed under the set limits for labor time and parts cost.

**All repairs are covered
by a 90 day repair
warranty covering parts
replaced and
services performed.**

The Standard Service Program is intended for instruments that need repair due to normal use. Products subjected to abnormal use will be repaired on a time and material basis as authorized by the customer.



Standard Service Program *(continued)*

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 Z540-1-1994 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 re-cal 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.

Standard Service Program Benefits

Factory Expertise. With Anritsu's Standard Service program you get the benefit of having your product serviced by factory-trained specialists following factory-approved procedures.

Increased Productivity. Anritsu's Standard Service Program is designed to increase customer productivity through reduced turnaround time and streamlined order processing.

For Even Faster Turnaround. If you include a pre-approved purchase order for the service you want along with your product, Anritsu will typically provide a five working day turnaround time. Call your local service center to pre-schedule your service needs and receive a return material authorization number.

Free Shipping with Pre-Approved Orders. Units sent in with a pre-approved purchase order will be returned via 2nd day air at no additional charge within the continental U.S. *(Via surface transportation for all products weighing over 60 lbs.)*

To arrange for a Service Agreement coverage, simply contact your local Anritsu Service Representative with your list of Model's and Serial numbers.



Extended Service Program

For maximum benefit these options should be ordered with the new equipment at the same time as the new equipment, although the options can be added any time during the one-year factory warranty period.

ES Option

The ES Option Extended Service support family of services allows customers to lock in maintenance cost savings at the time of equipment purchase. Each option offers additional support beyond the original product warranty and delivers quality on-site and return-to-service-center repairs and calibrations. Customers benefit from the peace of mind associated with buying on-going support beyond the equipment's original warranty, and from reduced administrative costs since all service is purchased at the same time as the new Anritsu equipment.

Option ES Description. The Anritsu Extended Service Support option family extends the benefits of factory warranties to provide 2, 3, or 5 years of service as shown below. Service is provided at Anritsu Service Centers or On-site, based on the support option selected.

Option ES20, ES30, & ES50 Return to Anritsu Repair Only (No Cal). Options ES20, ES30 & ES50 extend the repair portion of the product's factory warranty. Your Anritsu Service Center provides all labor and material needed for repair. This option does not include routine calibration or calibration after repair. See Options ES35, ES55, ES36 and ES56 for complete maintenance coverage including repair, free calibration after repair and routine calibration all in one option.

Options ES31, & ES51 On-Site Repair Only (No Cal).

Options ES31 and ES51 provide the customer with 3 or 5 years of on-site repair coverage at an economical price. Your Anritsu Service Center provides next-day response at your location and all labor and material needed for repair (subject to local availability). Calibration after repair and routine calibration/verification is not included. A complete on-site maintenance solution is available by ordering Option ES37 or ES38 with ES31 or ES51. Options ES31 and ES51 are not available on all models.



Extended Service Program (*continued*)

Options ES32 & ES52 Return to Anritsu Z540 Calibration

Options ES32 and ES52 provide 3 or 5 years of return to ANRITSU Service Center Z540 Calibrations at factory recommended intervals. These options enable you to maintain equipment in compliance with ANSI/NCSL Z540-1-1994. Option ES32 and ES52 provide test data for out of tolerance parameters recorded before any necessary adjustments, a Certificate of Calibration which attests to compliance with ANSI/NCSL Z540-1-1994 and NIST traceability, a list of test equipment used in the verification and the environmental conditions at the time of the verification, a calibration sticker indicating the date of calibration and the recommended re-cal date as well as a free calibration after any repair performed by ANRITSU.

Options ES34 & ES54 Return to Anritsu—Premium Calibration.

Options ES34 and ES54 include everything mentioned above in the Option ES32 and ES52 description plus a full set of before and after adjustment test data.

Options ES35 & ES55 Return to Anritsu—Repair and Z540 Calibration.

These options combine the features of ES30/ES50 repair and ES32/ES52 Calibration to provide a complete 3 or 5 year maintenance solution.

Options ES36 & ES56 Return to Anritsu—Repair and Premium Calibration.

These options combine the features of ES30/ES50 repair and ES34/ES54 Premium Calibration to provide a complete 3 or 5 year maintenance solution.

Options ES37 On-Site Z540 Verification/Calibration.

This option provides 3 years of calibration (verification for VNA products) on-site in your location. A complete set of ANZI-Z540 documentation is provided along with pre-cal out of tolerance test data.

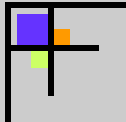
Options ES38 On-Site Z540 Verification/Calibration.

This option provides 3 years of calibration (verification for VNA products) On-site in your location. This option provides a complete set of before and after test data and full ANZI-Z540 documentation.

Ordering Information

For maximum benefit these options should be ordered at the same time as the new equipment, although the options can be "added" any time during the one-year factory warranty period.

Support Options added during the one-year factory warranty period have a start date equal to the new product ship date. The term of the Support Options is two, three or five years from the new product ship date depending on the Product and option selected.



Anritsu Service Centers

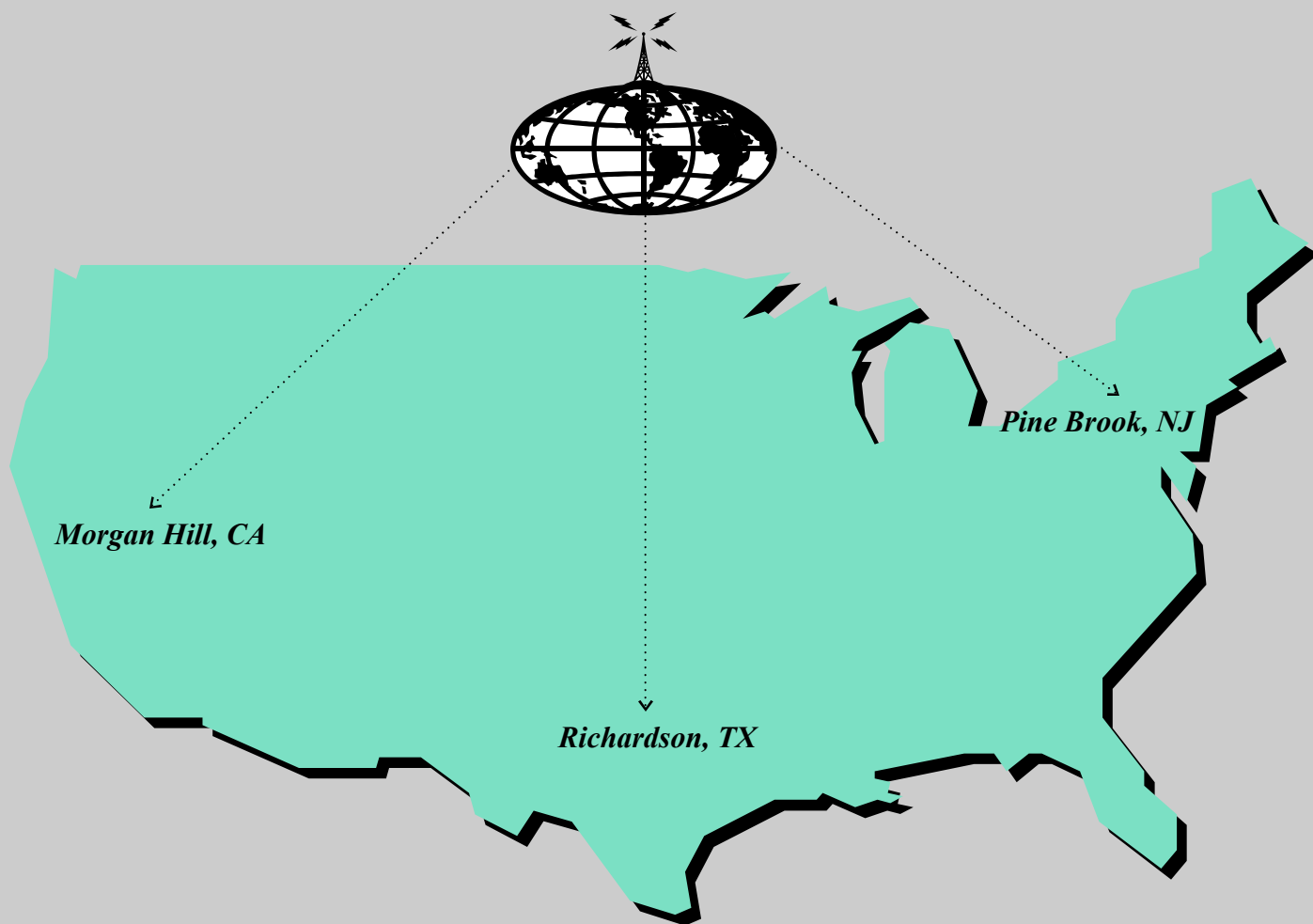
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Pine Brook, NJ 07058**

**1155 E. Collins Blvd., Ste. 100
Richardson, TX 75081**

**490 Jarvis Drive
Morgan Hill, CA 95037**

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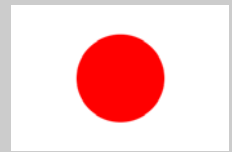




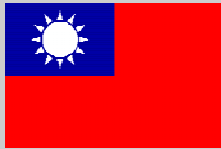
England



United States



Japan



Taiwan



Canada



Sweden



Hong Kong



Germany



Italy



South Korea



Australia



Singapore



France



Brazil



China

Worldwide Service Support

As a global company you can depend on Anritsu to support you and your customers across the globe.

Anritsu's extensive service center network can be found in all major technology market places throughout the Americas, Europe, and Asian regions.

Warranty and maintenance support is only a phone call away. Your international offices and field support teams can be assured that their Anritsu equipment will be supported wherever they are located.