

# Procedure in Case of Service and Ordering of Spare Parts

This section contains information on shipping an instrument to your service center and ordering spare parts.

Please contact your local Rohde & Schwarz service center if you need service or repair work of your equipment or to order spare parts. The list of the Rohde & Schwarz representatives is provided at the beginning of this service manual. You can find the current address of your representative on our homepage [www.rohde-schwarz.com](http://www.rohde-schwarz.com). Navigate to Service & Support / Service Locations.

## Shipping the Instrument

We require the following information in order to answer your inquiry fast and correctly and to determine whether the warranty is still valid for your instrument:

- Instrument model
- Serial number
- Firmware version
- Must the instrument be returned with this firmware?
- Detailed error description in case of repair
- Indication of desired calibration
- Contact person for possible questions

In some countries, an RMA process is available for the return shipment of the instrument. For details, contact your local representative.

When shipping the instrument, be careful to provide for sufficient mechanical and antistatic protection.

- Use the original packaging for transporting or shipping the instrument. The protective caps for the front and rear prevent damage to the operating elements and the connectors.
- If you do not use the original packaging, provide for sufficient padding to prevent the instrument from slipping inside the box. Wrap antistatic packing foil around the instrument to protect it from electrostatic charging.

Rohde & Schwarz offers repair and calibrations of the test systems it produces. The calibration documentation fulfills ISO 17025 requirements.

## Shipping Defective Modules

Also when shipping a module, be careful to provide for sufficient mechanical and antistatic protection.

- Ship the module in a sturdy, padded box.
- Wrap the module in antistatic foil.

If the packaging is only antistatic but not conductive, additional conductive packaging is required. The additional packaging is not required if the tightly fitting packaging is conductive.

### **Exception:**

*If the module contains a battery, the tightly fitting packaging must always consist of antistatic, non-chargeable material to protect the battery from being discharged.*

## Ordering Spare Parts

To deliver spare parts promptly and correctly, we need the following information:

- Stock number (see list of spare parts in chapter "Documents")
- Designation
- Component number according to list of spare parts
- Number of pieces
- Instrument type for which the spare part is needed
- Instrument stock number
- Instrument serial number
- Contact person for possible questions

## Refurbished Modules

Refurbished modules are an economical alternative to original modules. Bear in mind that refurbished modules are not new, but repaired and fully tested parts. They may have traces from use, but they are electrically and mechanically equivalent to new modules.

Your Rohde & Schwarz representative will be happy to inform you about which modules are available as refurbished modules.

## Taking Back Defective Replaced Modules

Defective modules of the replacement program which cannot be repaired are taken back within three months following delivery. A repurchasing value is credited.

Excluded are parts which cannot be repaired, e.g. printed boards that are burnt, broken or damaged by attempts to repair them, incomplete modules, and parts with severe mechanical damage.

Please return the defective replacement modules, together with the accompanying document for returned merchandise, which you received with the spare module. We need the following information:

- Stock number, serial number and designation of the removed part
- Detailed error description
- Stock number, serial number and type of instrument from which the module was removed
- Date of removal
- Name of the engineer/technician who replaced the module
- R&S ordering number
- Service reference number (if available)