

Service for Passive Intermodulation Analyzers

Scope

The following information shall ensure both smooth handling and short cycle time for the service for your Passive Intermodulation Analyzer. We kindly ask you to follow below instructions if you are planning to send a unit in for service.

Service Handling

- ✓ Before you send a unit in, please contact our Customer Service Center via phone or email. You will receive a return document along with RMA number
- ✓ Please fill in the necessary information and return the document via email to the address below. In addition, please send a signed copy along with the unit.
- ✓ To avoid damage during transportation, we recommend to send the units in the original package and packed on pallet
- ✓ Once shipment is received we will send a service order confirmation along with estimated shipping date
- ✓ In case of repair, we will contact you for repair cost estimation

Service FAQ's

Scope of Service work (Regular factory calibration / Factory calibration after repair):

- Determination / documentation of device status
- Cleaning of device
- Preventive modifications or product improvements which are necessary based on professional expertise of Rosenberger service personnel
- Potential necessary adjustment work
- Standard Calibration based on manufacturer performance verification test
- Documentation of Calibration results
- Archiving of documentation results over a period of 5 years
- Attaching of calibration label
- Check for electrical safety (BGVA3)
- Software/Firmware update

Calibration frequency: To ensure highest precision of measurements we recommend a calibration interval of 12 months.

Cycle time: Standard cycle time is 10 working days (regular calibration) after receipt of unit

Service options: We are happy to inform about additional service options such as calibration service on site or a service contract.

Service contact

Phone: +49 (0) 8684-18 1777
 Fax: +49 (0) 8684-18 39 1777
 eMail: pia_service@rosenberger.de

Important notes



Windows 7 embedded systems:

Please note that during calibration/service process, unit will be set back to factory settings and storage deleted. Please make sure to save all user specific data before you send it in for calibration/service.



Note that any repairs or calibration of the device not performed by Rosenberger can have a negative impact on the flawless operation of the device and will render any warranty void.



Due to transportation directive, used batteries must be removed and must not be sent with the device since potentially damaged batteries can cause fire or may explode. If a shipment contains used batteries, Rosenberger will remove and scrap them and will replace them with new batteries at customer's expense.

Please also make sure to remove the Lithium Battery warning label from the original box.