



Service & Support

Additional services for
your Narda equipment

Guarantee extension

Narda test equipment is renowned for its high quality. Quality for Narda doesn't start with production. Every Narda product is designed with quality, right from the start. Why, then, offer a guarantee extension?

Narda offers an extension of the guarantee on newly purchased instruments of a further three years on top of the standard two years to a total of five years to keep your operating costs fixed. A wise choice, to be sure.

5%

You get an extended guarantee for just 5% of the purchase price per additional year of guarantee.

New instrument **with** extended guarantee

1st year



Guarantee included

2nd year



Additional guarantee included

3rd year



No extra costs

4th year



No extra costs

5th year



No extra costs

RECOMMENDED CALIBRATION

RECOMMENDED CALIBRATION

Stock instrument



Inclusive guarantee

1st year



Maintenance package

2nd year



Maintenance package

3rd year



Maintenance package

4th year



Maintenance package

5th year

Maintenance Package including 12 month guarantee

Just completed a measurement campaign? Or has your measuring instrument just been returned from a rental? Then now's the time to have it thoroughly checked over, so that it is ready for the next big task. Who could do a better job than the manufacturer?

We not only offer to perform the necessary calibration of our products, but as the manufacturer, we also offer to test all the functions relevant to the instrument, including the application of all necessary device updates. And of course, we also provide a 12 month guarantee on this. You can purchase the maintenance package separately or in combination with the calibration of your measuring instrument.



INCLUDED IN THE MAINTENANCE PACKAGE:

- ▶ Visual check
- ▶ Extended test with log of all relevant instrument functions
- ▶ Firmware update
- ▶ Replacement battery

Exclusive services that we provide:

- ▶ Repair of small mechanical defects, such as replacing the battery cover, rubber seals, etc.
- ▶ Hardware modifications to improve the product that are also now included in series production
- ▶ Buffer battery test and replacement if necessary
- ▶ 12 month guarantee

Calibration

Factory calibration or accredited calibration, or both?
We can provide what best matches your requirements.

A **factory calibration** includes any necessary adjustments and an update of the correction values in the EEPROM. It is performed for each component in a measuring system separately.



FACTORY CALIBRATION

- ▶ Visual check
- ▶ Basic function check
- ▶ Calibration and calibration certificate with measurement results

Exclusive services that we provide:

- ▶ Adjustment – the measured values before and after adjustment are listed
- ▶ We will provide a repair estimate at no additional cost if a defect is found.

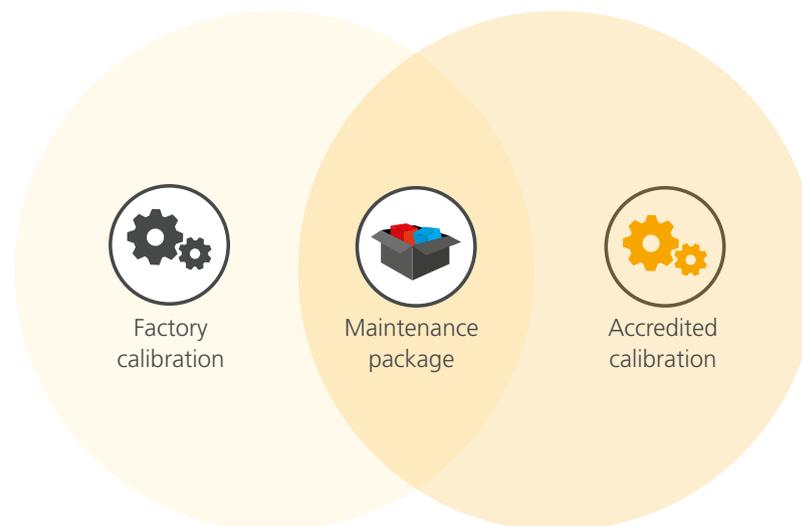
This saves transport time and money compared with calibration by a third party laboratory.



ACCREDITED CALIBRATION

- ▶ Visual check
- ▶ Basic function check
- ▶ Calibration of your equipment set according to the DIN EN ISO/IEC 17025 accredited calibration procedure
- ▶ Calibration certificate with combined ILAC DAKKS logo

You can arrange the scope of the accredited calibration with the laboratory if desired.



All three components – maintenance package, factory calibration, and accredited calibration – are available separately or combined.

We recommend combining a calibration with the maintenance package for comprehensive servicing including a one-year guarantee.

Repairs / Spare parts

Does your instrument need repairing? No problem!
Even after discontinuation of a product range, we will repair your Narda product for up to 6 years after the end of production. And for even longer than that, until the last spare part has been used up. We offer **fixed price repairs** in two categories. That means that you will know exactly what it will cost when you make your request.

MECHANICAL REPAIR (minor repair)

- ▶ Repair of mechanical defects
- ▶ Basic function check

ELECTRICAL REPAIR (major repair):

- ▶ Repair of electrical defects
- ▶ Test of all relevant device functions
- ▶ Factory calibration with calibration certificate and results
- ▶ 12 month guarantee

Accessories for your product:

Do you need a new or a spare battery pack for your product?
Have you damaged a cable? You can obtain accessories and spares through your local sales partner, who will be happy to provide you with a quote on request.

- ▶ www.narda-sts.com/en/servicesupport/accessories-and-spares/



Service / Training / Software updates / News Ticker

SERVICE BY THE MANUFACTURER

Nobody knows more about Narda test equipment than we do. And nobody can provide such comprehensive service for your devices than we do. Your local sales partner will be happy to advise and support you by providing an offer and assistance throughout the process.

- ▶ www.narda-sts.com/en/servicesupport/manufacturers-services/

TRAINING

Do you want to get absolutely everything possible out of, say, your SRM? You want to make standard-compliant measurements based on the latest status of national and international measurement regulations? Then one of our trainings will be just the thing for you to achieve your goal.

- ▶ www.narda-sts.com/en/servicesupport/trainings/

SOFTWARE UPDATES AND OTHER NEWS NEWSLETTER AND NEWS TICKER

Always up to date, always in the know about the latest from Narda. If there is an update for your product, or there is a development in international regulations, you will be the first to know. To always be on the ball, we will be pleased to keep you updated with our News Ticker (follow link to register) or through our sales partners.

- ▶ www.narda-sts.com/en/metanavigation/news-ticker/
- ▶ www.narda-sts.com/en/sales-partner-list/



narda-sts.com

Narda Safety Test Solutions

Narda is a leading provider of test equipment for EMF / EME Safety, RF Test & Measurement, and EMC. The EMF Safety product range includes broadband and frequency selective measuring instruments, monitors for wide area coverage, and personal safety monitors that can be worn on the body. The RF Test & Measurement range covers analyzers and devices for measuring and identifying wireless sources. The EMC sector offers instruments for determining the electromagnetic compatibility of devices under the PMM brand name. The range of services provided includes servicing, calibration, including accredited calibration, and continuous training programs. The company operates its management system to comply with ISO 9001 and operates a calibration laboratory that is accredited to DIN EN ISO/IEC 17025.

Your local sales partner:



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