

Willtek Service & Support



Warranties & Care Contracts

- Extended Warranties
- Care Plans
- Care Contracts

Operations & Maintenance

- Calibration Service
- Update & Upgrade

Repair Service

- Support
- Fast Repair
- Spare Parts

boosting wireless efficiency

Willtek Service & Support

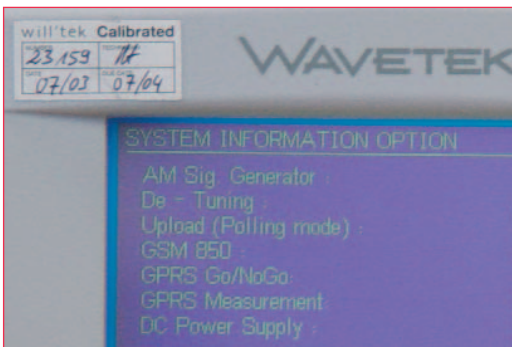
Warranties & Care Contracts

After-sales support and high-quality service are Willtek's strengths.

With our comprehensive product support we help you boost your efficiency.

With our high-quality service we safeguard your investment.

Authorised Willtek service centres are certified and guarantee reliable qualified service and support around the world.



We service and support all products of Willtek and all wireless products of the Willtek, Wavetek, Acterna, Chase, WWG and Schlumberger brands.

Extended Warranties

- Offer for new units
- Extension of manufacturer warranty (to second or third year of operation)

Care Plans

- Offer for new and used units
- Warranty and calibration service over duration of Care Plan
- Annual calibration reminders and coordinated service schedule on request
- Rental equipment on request
- Priority shipping on request

Care Contracts

- For multiple units, large installations and organisations or special requirements
- For new and used equipment
- Tailored individually to customers' service needs
- Care Contract options may include: Rental equipment, hot spares, on-site calibration, priority shipping, network support

Calibration Service

- Fast – Average lead time (incl. goods in/out): < 5 working days
- Precise – Verification and alignment for exact measurement; traceable to international standard
- Complete – Inspection, maintenance, verification, alignment and documentation
- Comprehensive – Software and firmware updates, exchange of minor hardware components
- Professional – Immediate repair if required and approved

Update & Upgrade

- Free updates for enhanced features and elimination of bugs
- Upgrades to extend capabilities and the application range

Support

- Highly qualified Willtek Support answering technical enquiries
- Free application notes, white papers and seminar booklets
- Free downloads of software and online seminars at www.willtek.com

Fast Repair

- Minimum turnaround times
- Factory-trained service technicians for consistently high standards
- Pre-assessment of problem for even speedier repair
- Original spare parts only, warranty on repairs and spare parts
- Optional rental equipment for the time of repair
- Calibration after repair on approval

Spare Parts

- Original spare parts and accessories
- 24h/48h service on common parts
- Priority shipment on request
- For new and discontinued products



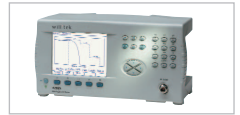
We guarantee highest precision through verification of our ATE calibration systems in our internationally certified labs.

Serviced & Supported Products and Brands



WAVETEK

will'tek



For more information visit us at www.willtek.com

Willtek Service Centres

customer.service@willtek.com

Willtek Communications GmbH
Gutenbergstrasse 2 – 4
85737 Ismaning
Germany

Tel: +49 (0) 89 996 41 - 185

Willtek Communications SARL
Aéroport – Bâtiment Aéronaf
5 rue de Copenhague – BP 13918
95731 Roissy CdG Cedex
France

Tel: +33 (0) 1 74 37 26 34

Willtek Communications Inc.
7369 Shadeland Station Way,
Suite 200
Indianapolis, IN 46256
USA

Tel: +1 317 595 2041

Willtek Communications Ltd.
Roebuck Place, Roebuck Road
Chessington
Surrey KT9 1EU
United Kingdom

Tel: +44 (0) 20 8408 5720

Your local service partner

