

a.sure - Support Package

The complete “peace of mind” product support package covering the Anritsu product ownership.

Anritsu understands that the decisions made when purchasing test and measurement equipment are not taken lightly. The investment in equipment that will perform essential tasks across research and development, conformance testing, manufacturing, installation and maintenance are most certainly mission and business critical.

Anritsu stands by the quality of its products and the after sales support service beyond initial purchase. We also understand that when purchasing these products you need assurances that there will be no surprises or financial shocks within the first few years of ownership. Repairs can not only be costly, but they can also be time consuming in investigation, quoting, raising purchase orders and other administrative needs.

Anritsu’s a.sure service & support products are designed to give you complete control of your operational costs as well as complete peace of mind for your Anritsu product by ensuring the minimum possible downtime at incredibly good value “up front” to you, the customer.



By taking advantage of our a.sure products at these special low cost prices at the time of equipment purchase, you can rest easy that your product will have the highest possible availability and usage levels with true cost efficiency & operational cost control.

What a.sure products are available?

- **a.sure basic** – Three years extended warranty from purchase on your Anritsu product, against any defects in materials and workmanship (inc priority web-based customer support). Also five years coverage is available, please contact your sales representative for more information.
- **a.sure accidental damage** – This extends the a.sure basic warranty product to cover repairs (if possible) caused by accidental (not deliberate) damage to the product for 3 years from purchase. (limited to 1 accidental repair per year plus any standard failure, no replacement if equipment is beyond repair). This includes, but is not restricted to:
 - Impact damage for example, caused through dropping the unit.
 - Incorrect operation (ie applying power to output port or too much power to an input port)
 - Scratching or marking the screen during operation with an incorrect stylus.
 - Corrupting the software through loading external non-Anritsu programmes etc



The Anritsu a.sure is a warranty and customer support package structured as a three years (or five years) “return to base” extended warranty, repair service, depending on what a.sure product is purchased. Onsite support can also be provided for an extra premium as required.

Any product that is regularly inspected and calibrated by an Anritsu Test and Calibration Laboratory will automatically be checked for faults, repaired as necessary (with customer approval depending on repair times) and all software updated if appropriate.

In details a.sure support package provides:

- A “return to base” repair service. Return to base means that you are responsible for shipping the defective or broken instrument to your local Anritsu Service Centre or Service Partner. Anritsu will cover the return shipping of the instrument back to your facility.
- Access to Anritsu Priority Customer support services if you need any help with the instrument setup, operation or testing applications.

The web-based support tool will be available via the Anritsu internet web-site and is intended to allow customers to submit service based, equipment operating based or application based requests. A call back facility will also be provided to allow customers to talk directly to an Anritsu specialist about their particular issue. Call back can be provided in English, French, German, Finnish, Swedish and Italian.



Anritsu's a.sure service & support products can be ordered also after the delivery of the equipment (within 6 months from the delivery date) at no extra cost, don't miss your “peace of mind” opportunity.

Contact your local Anritsu representative or directly address the EMEA Service Organization for requesting more information.

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