

# emv Service GmbH



*Your key to success:*

## **Service “Tailor Made”**

**Planning ♦ Installation ♦ Training**

*for new turn-key installations*

**Maintenance ♦ Repair ♦ Calibration**

*for existing installations*

**em**  
Service



Modern EMC and RF measurement systems are complex installations with highest requirements for reliability, precision and repeatability. Fully functional systems are the precondition for our customers to finish critical development projects in time, to optimize the important time-to-market of products and ensure a generally smooth operation of testing centres.

Therefore, service is not just an unwanted add-on or a “necessary evil” to us. Our customers highly appreciate a well thought out / carefully designed service concept. That’s the key to a successful continuous and cost effective operation of every testing centre.

The basis for our service concept is the long term experience and known competence of our core service team with members from the former emv GmbH, Taufkirchen or from 2011 ETS-Lindgren. These are supported by the comprehensive development expertise of BONN Elektronik GmbH.

Our service team provides a manufacturer-independent service for all kinds of RF power amplifier systems and supports EMC systems with field probes, rotary tables and controllers of different brands. We can cover virtually all components of an EMC test laboratory.

## ***Personal care!***

Instead of an anonymous call centre, our service team members provide personal care over the lifetime of any instrument or measuring system. The lifetime record of each instrument is centrally stored. We have more than 25 years of experience with the service of RF power amplifiers and RF measurement solutions. Our technicians carry out the service themselves either in the service centre in Holzkirchen or on-site. Our comprehensive stock of spare parts guarantees short turnaround times. This allows reducing potential downtime for maintenance work or repairs to an absolute minimum.

The service team works on the basis of ISO 9001:2008.

## ***Services – upon request also available on-site***

Our experienced on-site services, available across Europe, offer quick response times on a daily basis

### **Our services:**

- ◆ Installation / de-installation of your equipment and systems on-site  
Possible short-term availability of our service staff
- ◆ Operator training and application support
- ◆ Repair of instruments including maintenance of spare parts
- ◆ Providing of spare equipment or loaners
- ◆ Software installation and support
- ◆ Calibration

## ***Installation***

We provide complex on-site system installations e.g. for high power RF amplifiers or complete EMC testing systems. During final acceptance the complete system will be checked and commissioned.

The final acceptance protocol will specifically list all tested items.



## ***Operator training***

Based on our long experience in the field of customized EMC test solutions, we provide consultancy services for multi-vendor system concepts and system designs. This also includes consulting for system software to comply with the various standards and guidelines as well as special freestyle software applications.

## ***Maintenance***

Preventive maintenance can avoid costly failures and is a valuable protection for investments made. Regular maintenance increases the availability of your test systems. We offer individually tailored maintenance – either as individual orders or with customized maintenance contracts. Your instruments are inspected and brought up-to-date by maintenance measures such as tuning or software updates. The results of each service action are documented in the lifetime history file of the respective instrument or system. Our goal is to always achieve the highest possible equipment availability at the most economical maintenance cost for our customers.

### **Maintenance Services**

- ◆ Verification of all specified system parameters
- ◆ System tuning
- ◆ Replacement of wearing parts
- ◆ Verification of electrical safety
- ◆ Test reports
- ◆ Software updates

## ***Maintenance contracts***

For customers with complex instruments and systems, we offer specially tailored maintenance contracts which can help to avoid unplanned downtime and unexpected cost. In our service contracts, we guarantee a response time of either 24 hours or 48 hours.

## ***Repair***

Repair work is either done in our service facility or upon request on-site. Received defective instruments will be examined first to identify root cause of failure. We always look for the most economic repair and provide a cost estimate for you. After approval, we carry out the necessary repair work as soon as possible. Our average turnaround time is less than two weeks. With our express service we can ensure repair times in our service facility or response times for on-site repairs of a maximum of two days. In the case of an error message occurring, we provide prompt assistance to rectify this. Very often a problem already can be solved by phone. If not, we can instigate remedial service action on short notice.

## ***Loan / rental equipment***

To bridge repair times or for new requirements at short notice, we have a wide range of instruments available which will help to solve most common requests.



## **Software support**

A crucial component of each EMC or wireless test system is the control software. We offer support for EMC control and automation solutions.

Upon request we install software and updates on-site and train the operators.

## **Calibration**

Our service team is planning together with you regular calibration dates according to the requirements of your quality management system. We offer a fast, reliable service at fair prices.

Calibrations are performed in accordance with ISO 17025 by accredited partner laboratories. We offer calibration services for the entire instrumentation of an EMC test centre.

### **This includes e.g. following instruments:**

- ◆ Signal generators / audio generators
- ◆ Surge-burst generators
- ◆ ESD generators
- ◆ AC/DC sources / EFT generators
- ◆ RF power amplifiers
- ◆ Power meters / directional couplers / attenuators / loads
- ◆ Absorbing clamps / current clamps
- ◆ Antennas
- ◆ Test receivers / spectrum analysers
- ◆ LISNs
- ◆ Field strength meters
- ◆ Modulation and intermodulation analysers
- ◆ Audio analysers
- ◆ Oscilloscopes
- ◆ Voltmeters
- ◆ Frequency counters

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