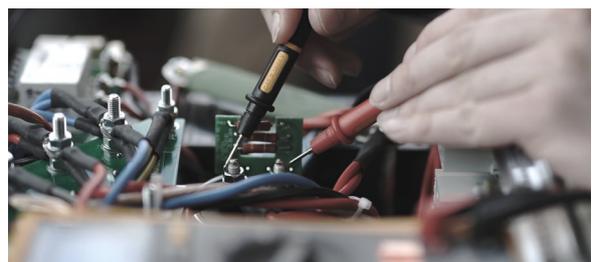


EMC PARTNER AG

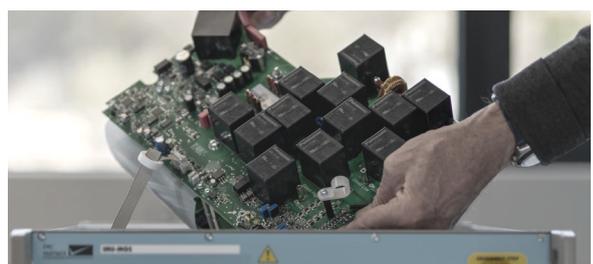
CUSTOMER SERVICES



WEB BASED SERVICES



SERVICE & REPAIR



UPDATE & UPGRADES



CALIBRATION



TRAINING



INSTRUMENT CARE



Produced to swiss quality standards



EMC PARTNER AG

TOTAL CUSTOMER CARE

Service is more than just a word to us! It is a promise for the future.

As experts in high voltage impulse technology, EMC PARTNER AG has built a reputation offering innovative solutions for diverse EMC requirements. Delivering high quality test equipment is only the start of your journey with us. Support for our customers throughout an equipment's lifetime is something that sets EMC PARTNER AG in a class of its own. Either directly from our facility in Switzerland or through our network of services centres, we provide support wherever you are.

A true partner for EMC test solutions!

CUSTOMER SERVICES

- › **Instrument Care**
- › **Calibrations**
- › **Update & Upgrades**
- › **Training**
- › **Web-based Services**
- › **Service & Repair**



Local access to approved service centres for EMC PARTNER products, is facilitated through a network of trained representatives each with a minimum standard repair capability.

EMC PARTNER

- › Switzerland

Approved Service Centres

- › North America
- › China
- › United Kingdom
- › Germany
- › India
- › Japan
- › Korea
- › Singapore
- › Taiwan

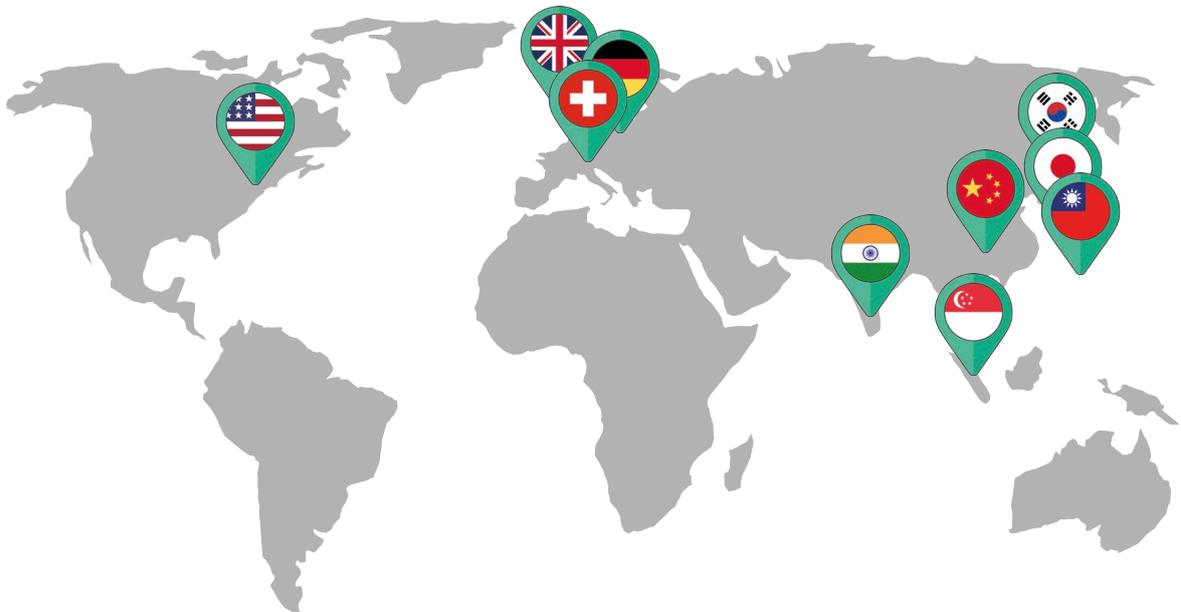
INSTRUMENT CARE

EMC PARTNER generators are built to a high quality standard. After many years in service, instruments returned for repair are treated with the same care as a newly produced item. Should a repair be necessary, EMC PARTNER or one of our trained and certified representatives are the first point of contact for our customers. Through a worldwide network of approved service centres, we are able to offer a fast and efficient turn-around.

Before proceeding with a repair, our team of experienced engineers carry out an assessment of the required work informing the customer and also making them aware of upgrades that would enhance their instruments performance. Only the original equipment manufacturer can offer such a service.

Repairs carried out by approved service centres

- › **Are made fast and efficiently**
- › **Use only original replacement parts**
- › **Include an instrument health check**
- › **Are guaranteed**





ISO / IEC 17025 ACCREDITED CALIBRATION

EMC PARTNER instruments have a reputation for delivering accurate and repeatable impulses. A precise calibration, following an accredited scheme to ISO/IEC 17025 maintains confidence in the equipment over long periods of time. This improves your product quality and reduces time to market.

ISO / IEC 17025 accredited calibrations are a guarantee of quality accepted worldwide through the ILAC MRA scheme. An accredited calibration at EMC PARTNER delivers

- › Certificate including all measurement data points
- › Measurement uncertainty for every parameter
- › Test equipment traceable to national standard
- › Quality assurance system defining all processes



Local access to accredited calibration for EMC PARTNER products, is facilitated through a network of representatives and partner companies worldwide.

EMC PARTNER AG

- › Switzerland (SCS 0146)

REPRESENTATIVES

- › North America (A2LA 5102.01)
- › Germany (DAKKS D-K-17601-01-00)
- › Singapore (A2LA 5903.01)

SELECTED PARTNERS

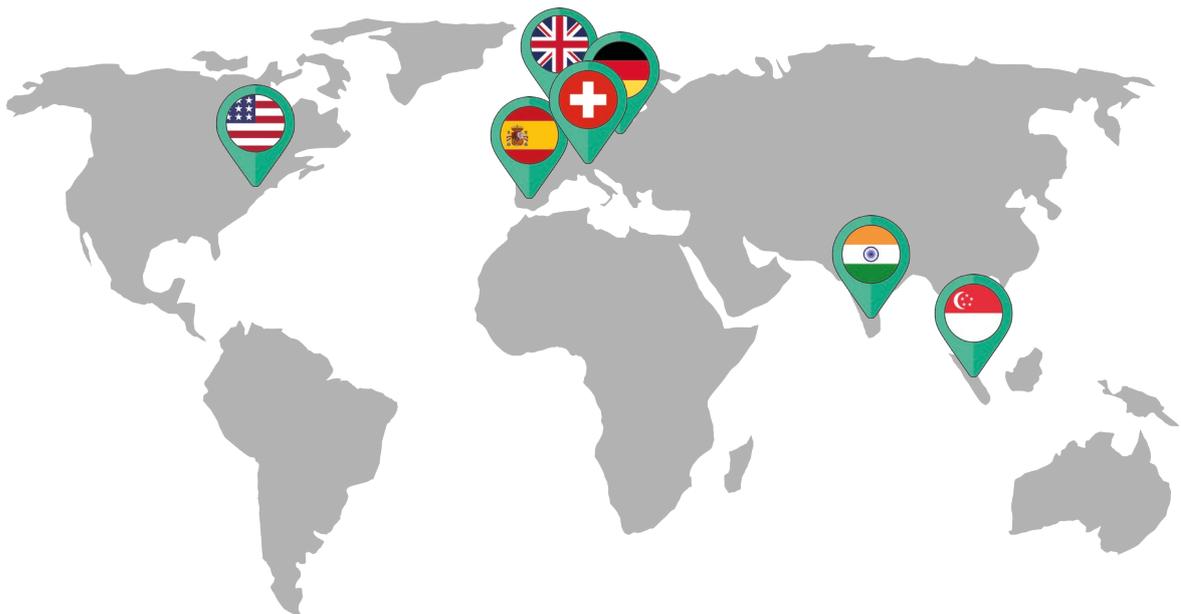
- › United Kingdom (UKAS)
- › Germany (DAKKS)
- › India (NABL)
- › Spain (RvA)

SCOPE OF ACCREDITATION

To ensure the highest quality, EMC PARTNER AG has invested in acquiring and maintaining an ISO / IEC 17025 accredited certification at our production facility in Switzerland.

The EMC PARTNER accreditation (SCS 146) covers all our EMC instrumentation and extends beyond the scope of most EMC generators.

Standard	Phenomena	Accreditation
IEC 61000-4-2	ESD	Up to 30kV
IEC 61000-4-4	EFT	Up to 8kV
IEC 61000-4-5	VOLTAGE SURGE	Up to 25kV
IEC 61000-4-5	CURRENT SURGE	Up to 100kA
IEC 61000-4-8	AC MAG FIELD	Up to 1000A/m
IEC 61000-4-9	IMP MAG FIELD	Up to 1600A/m
IEC 61000-4-10	DOW MAG FIELD	Up to 300A/m
IEC 61000-4-11	AC DIPS	Up to 75A
IEC 61000-4-12	RINGWAVE	Up to 12kV
IEC 61000-4-18	DAMPED OSCILLATORY WAVES	Up to 5kV
IEC 60060	VOLTAGE IMPULSE	Up to 25kV
ITU-T K44	10/700us	Up to 12kV



UPDATES

EMC PARTNER has a long history of participation in standard committees. This has enabled us to design most instruments to be future proof against standard changes. However, component degradation may require corrective action when an instrument is in service for many years. Updates of legacy equipment are offered automatically as part of a repair and calibration process as long as the equipment is supported, thus extending the life of an instrument. Updates are mostly carried out in conjunction with a repair or calibration. EMC PARTNER or one of our approved service centres can offer this service.

Updates from EMC PARTNER offer our customers the following advantages

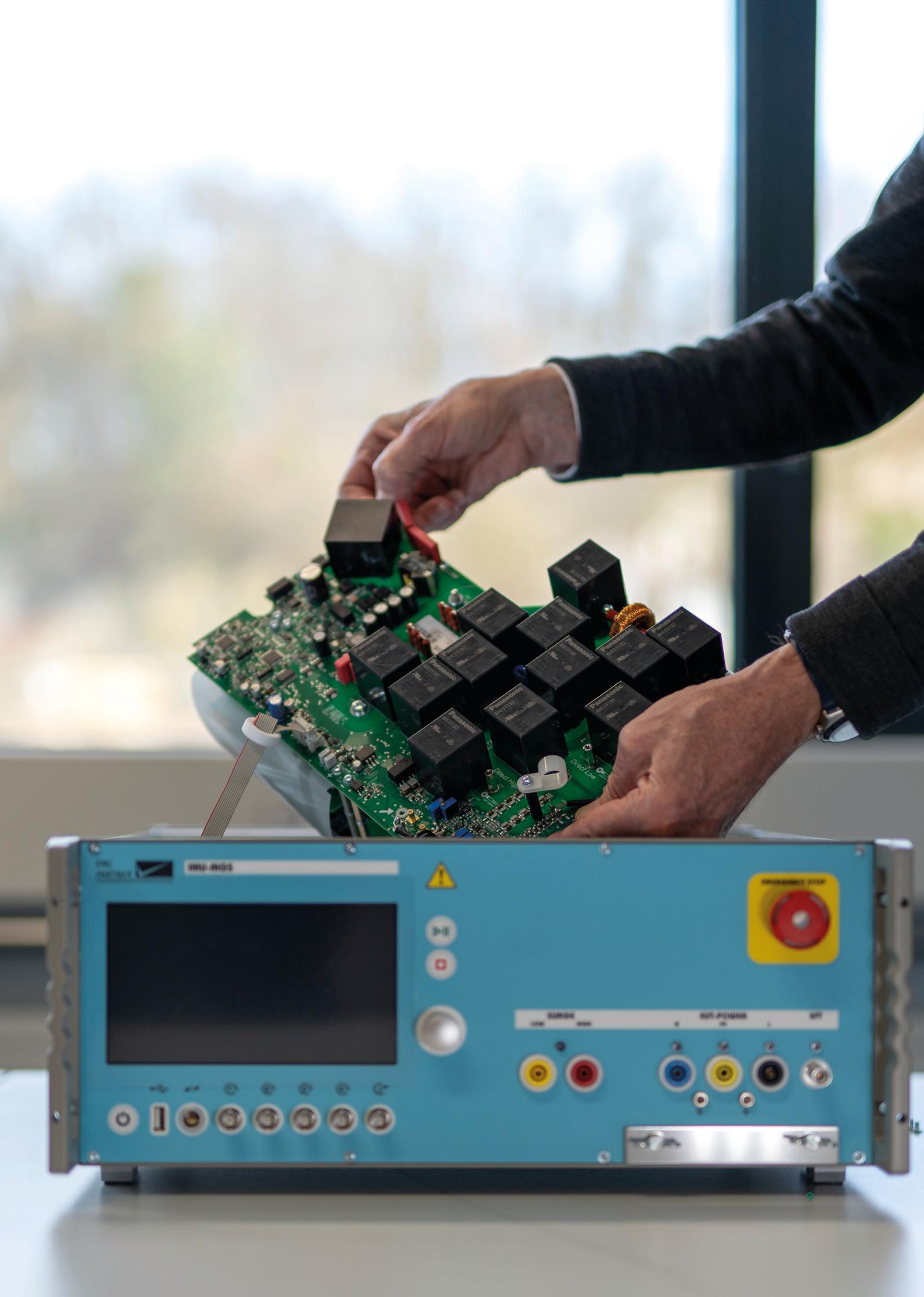
- › Carried out locally in approved service centres
- › Update kits supplied by EMC PARTNER
- › Only original replacement parts are used
- › Updates to legacy equipment when parts are available
- › A function test is made to check correct operation
- › Calibration can be made at approved service centres

UPGRADES

Upgrades are a method to enhance generator application by adding new functions. In most cases, upgrades can be made locally either at the customer site or the EMC PARTNER representative office. Customer upgrades are made using easy to follow video instructions provided by EMC PARTNER. In most cases, the only tools required are screwdrivers and a little patience.

Upgrades of EMC PARTNER instruments offer our customers

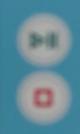
- › Fast access to increased test capability
- › Lower cost than buying additional instruments
- › Protection for future applications
- › Familiarity with operating system
- › Rapid integration into EMC PARTNER software packages



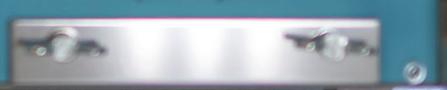
SMC

SM7001

HW10-AN03



OUTPUT MODE SET POINT OFF





TRAINING

Not everyone can be an EMC expert. Companies starting with EMC testing for the first time could benefit from standards information and new users may need assistance with the optimum operation of our generators. In either case, a training from EMC PARTNER or one of our approved representatives can speed up the learning process and start the instrument return on investment sooner. Whether individually, in small groups at the customer site or as larger seminars, an EMC PARTNER training is an invaluable asset.

Training is available in many forms

- › Standards and the EMC environment
- › How to optimise use of EMC PARTNER generators
- › Specific applications
- › At customer site in small groups
- › Using video link with many different locations
- › At the EMC PARTNER custom training facility

WEB-BASED SERVICES

The needs of our customers are not limited to time zones. EMC PARTNER AG has placed useful information on our website that is available 24 hours a day, 7 days a week. For people in a hurry the EMC PARTNER website offers a wealth of information at your fingertips. Want help with calibrating your EMC PARTNER generator? Our Frequently Asked Questions (FAQ) section provides the answers.

Access the latest software updates (free of charge for EMC PARTNER customers). Browse the downloadable documents, search the FAQs or place a service request through the ticketing system.

The following is available in the service section of our website

Documentation

- › [Brochures](#)
- › [User manuals](#)
- › [Frequently Asked Questions](#)
- › [Certificate of accreditation](#)
- › [Scope of accreditation](#)

Product Information

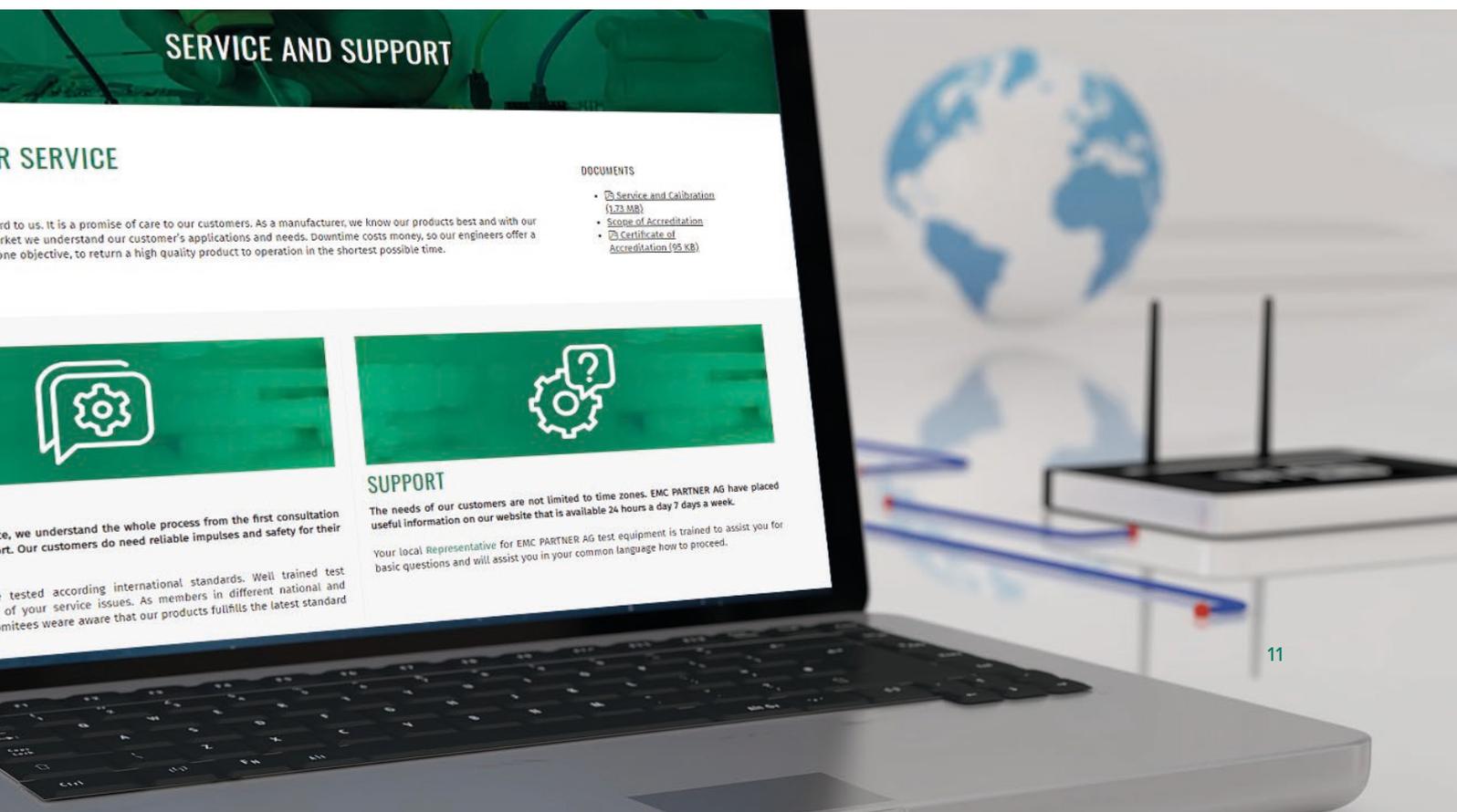
- › [Free software updates](#)
- › [CE Product certificates](#)
- › [Service videos](#)

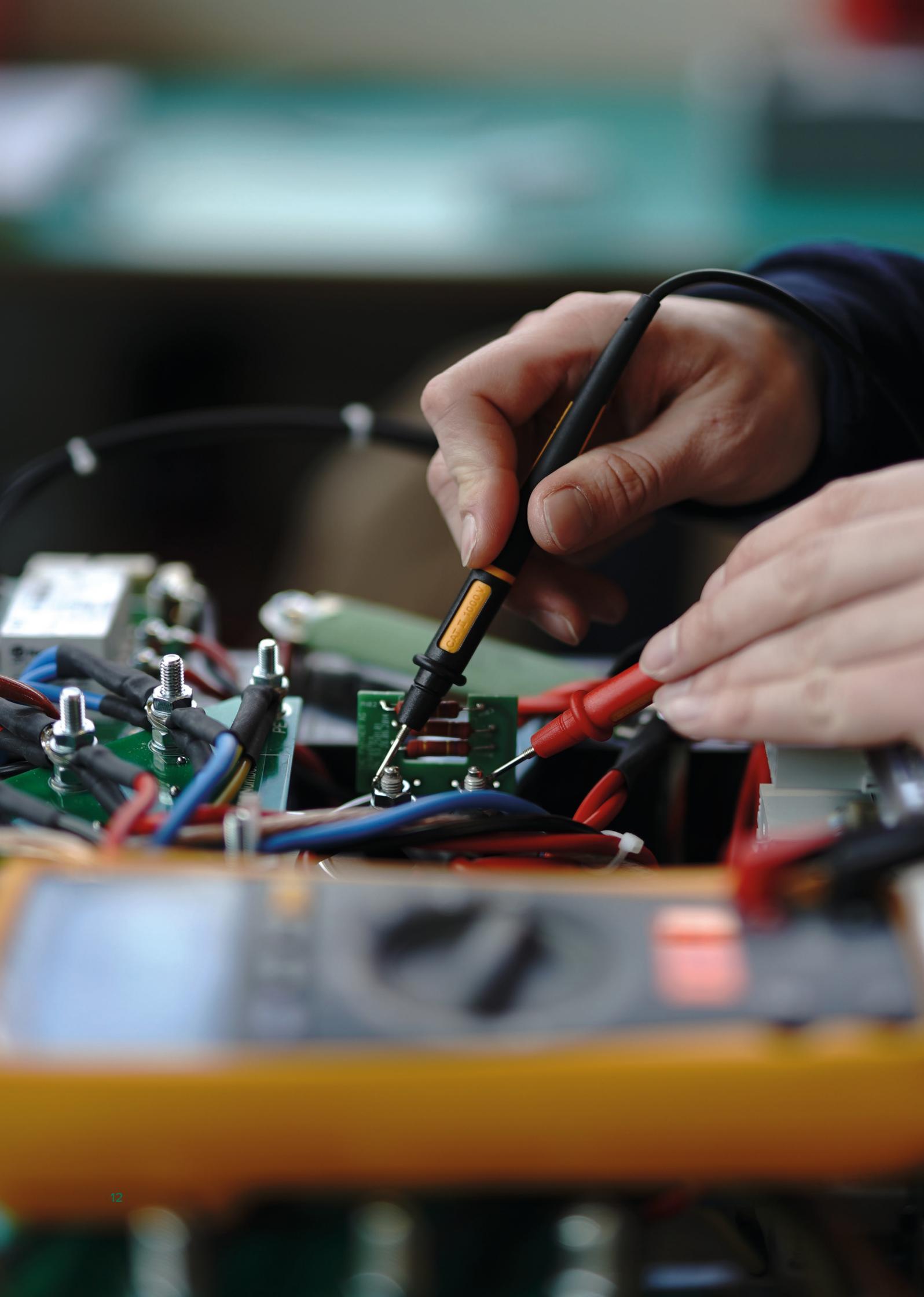
Contact us

- › [Service ticketing](#)
- › [Service contacts](#)

General Information

- › [Standard and extended warranty](#)
- › [Module exchange policy](#)





SERVICE & REPAIR

ON SITE CUSTOMER SERVICES

We understand that time is valuable. To optimise our customers use of EMC PARTNER equipment in certain circumstances, it may be more efficient for our engineers to travel to the customer site.

This could be for example to perform:

- › Product installation
- › Product commissioning
- › EMC training

HEADQUARTER SERVICES

As a manufacturer, our aim is always to deliver new equipment to the highest standard. This means equipment can be in service for a very long time. Wherever possible, our goal is to support customers even after a product is finished in production and has been replaced by a newer model.

Provided that parts are available, we do our best to support your investment. Our fully equipped service team is ready to help you with technical issues or general service related enquiries. As the manufacturer, EMC PARTNER, has the expertise to offer an efficient and cost effective repair service from our factory.

We are at your service in Switzerland for

- › Repairs
- › Accredited calibration
- › Product updates
- › Video training

Tradition meets Technology

Over 25 years devoted to combining
latest technologies into the best products

 **100% Swiss made products**



EMC PARTNER

PRODUCT APPLICATION RANGE

CONSUMER & INDUSTRIAL ELECTRONICS

Transient Test Systems for conducted EMC tests on electronic equipment. ESD, EFT, surge, ring wave, DOW, dips, magnetic field, common and differential mode. Compliant to IEC, EN and ANSI standards.



AEROSPACE ELECTRONICS

Impulse generators and couplers for avionic applications. Single stroke, multiple stroke and multiple burst according to RTCA / DO-160, EUROCAE / ED-14 and aircraft manufacturer standards.



COMPONENT TESTING

Voltage and current Impulse generators for design and production testing of varistors, gas discharge tubes, surge protective devices, X / Y capacitors and specialist impulse generators for semiconductor tests.



DEFENCE ELECTRONICS

Complete test solutions for MIL-STD-461 requirements CS06, CS106, CS115, CS116, CS117 and CS118.



TELECOM & DATA LINE TESTING

Voltage and current impulse generators, CDNs, power contact, power induction equipment for exchange and customer equipment according to ITU, IEC, EN and ETSI requirements.



ENERGY & UTILITY EQUIPMENT

High current CDNs combined with transient test equipment fulfil requirements to test renewable and classical energy distribution network and monitoring equipment.



CUSTOMER SERVICES

Customer support throughout an equipment's lifetime is central to the EMC PARTNER AG philosophy. Directly from our ISO accredited facility in Switzerland or through our network of services centres, we provide support wherever you are.



For further information please do not hesitate to contact your local EMC PARTNER AG representative or visit our website for more information and contact details.

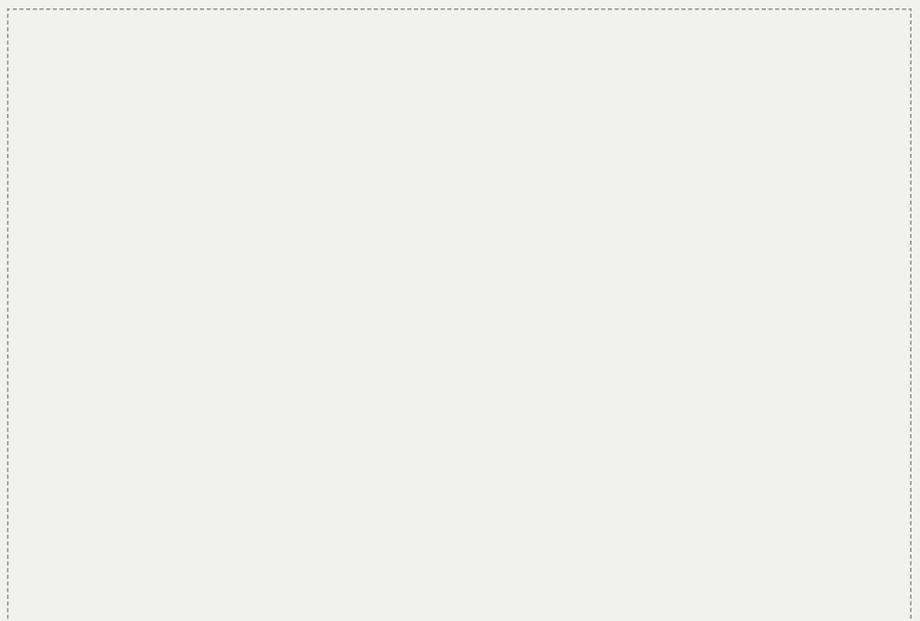
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Your local representative



Information and specifications in this document are an indication of capability only. Technical performance is given in the EMC PARTNER AG Technical specification for the corresponding instruments. The English text is the only binding version of this document. Translation into other languages is not guaranteed to be a true representation of content or specification. Version 1.0 / 2022. Subject to change without notice.