

## INFO SHEET

# CUSTOMER SERVICES

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 solutions. 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. Approved service centres for EMC PARTNER products consist of trained and certified representatives each with a high standard repair capability.

### INSTRUMENT CARE



#### Wherever you are, whenever you require

- > We offer instrument care worldwide
- > Unlimited support time
- > Components manufactured in-house

### CALIBRATION



#### Your most reliable calibration

- > Very extensive & transparent calibration
- > Confirms all tech specs
- > ISO/IEC 17025 accredited
- > Calibration according to customer's needs

### UPGRADES & UPDATES



#### Easy upgrades & updates for your instruments

- > Simple access to increased test capability
- > Lower cost than buying additional instruments
- > Firmware updates

### TRAINING



#### We share our experiences with you

- > Provided by EMC PARTNER
- > Provided by local competent partners
- > Virtually or on-site

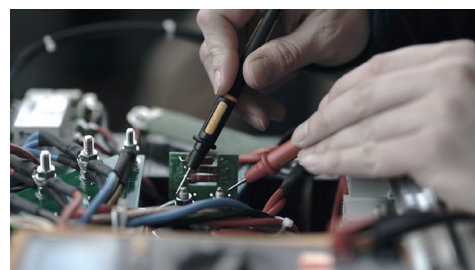
### WEB-BASED SERVICES



#### EMC PARTNER is always available for you

- > Contact form – direct contact for customers
- > Lifetime free software updates
- > Helpful documents

### SERVICE & REPAIRS



#### Targeted, fair & thorough

- > Charged according to expenditure
- > Targeted repairs
- > No module exchange, thorough repairs
- > Most economic repair
- > Calibration is guaranteed



DISCOVER OUR  
CUSTOMER SERVICES