

VIAVI Repair & Calibration Services

Precision maintenance without downtime

VIAVI Service Center and Onsite Services

Superior Maintenance for Your Instruments Using TL9000 ISO Certified Processes

VIAVI products live in tough field, lab, or manufacturing environments for over 10 years with 1000s of test connect/disconnect cycles. We will be there to support you. We ensure components that require maintenance like connectors and batteries are serviced and software is updated to ensure you are ready to test accurately for years to come.

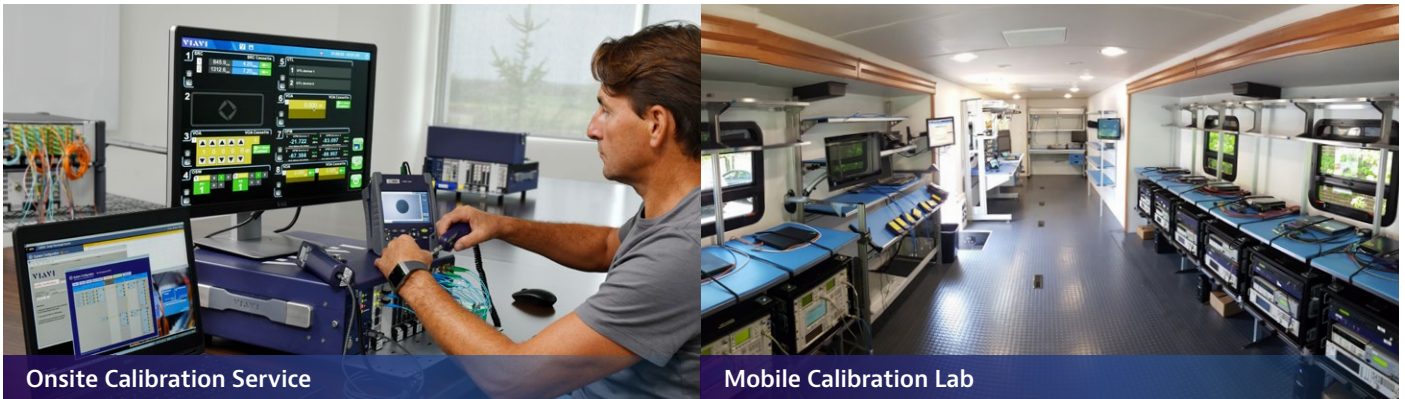
VIAVI Repair and Calibration services offer certified VIAVI procedures and maintenance to ensure that with each service event your VIAVI product is updated to current performance specifications with all the current software, firmware or any engineering change orders updates that have been released after your unit's manufacture date. We offer return to VIAVI services for both repair and calibration as well as onsite calibration services for your convenience. Our service options match your price and documentation requirements, with easy access to your service calibration certificates through our StrataSync™ platform.



Top 4 reasons to choose VIAVI for your repair and calibration needs!

- 1 Minimize business disruption with rapid, reliable turnaround time
- 2 Budget and value
- 3 Measurement accuracy, product reliability and maintenance
- 4 Measurement compliance, TL9000 Certification and OEM Standards





Consider the VIAVI Maintenance Difference with Exclusive benefits of VIAVI Care Support Plans

Maintenance of your hardware that includes software and firmware updates, pigtail and connector maintenance and totally automated adjustments ensures your VIAVI products will work for years and keep your factory, lab, or service hub in compliance with audit requirements. Receive additional exclusive benefits when you purchase repair and calibration as part of a holistic Care Support Maintenance plan, including rapid 5-day turn-around time for return-to-VIAVI repair and calibration, added training and battery and bag replacement for 5-year plans.



The VIAVI Mobile Calibration Lab leaving the VIAVI complex to provide service for a customer

Why VIAVI Care Plan Repair Coverage?



Feature	VIAVI Support Plan Repairs	3rd Party Repairs
Rapid 5 day or less turnaround (exclusive to support plan customers)	✓	Often shipped to VIAVI
Problem verification and analysis	✓	✓
Repair/Replacement	Authentic VIAVI Parts	3rd party assemblies and materials
Product updates and HW engineering changes	✓	
Fiber connectors cleaned/polished	✓	Additional charge
Pigtail replacement	✓	Additional charge and risk of damage
Performance verification	Full performance verification with VIAVI factory test stands	Manual product testing/verification to what specification?
New calibration label and report when performed as part of repair process	✓	?
Unit software configuration preserved/loaded (SW options, templates/profile and StrataSync updates)	✓	
TL9000 Certified repair centers and process	✓	?

VIAVI Care Calibration vs 3rd Party



Feature	VIAVI Support Plan Calibration	3rd Party Repairs
Rapid 5 day or less turnaround (exclusive to support plan customers)	✓	Often shipped to VIAVI if repair needed
Product performance check	✓	✓
Product firmware updates loaded	✓	
Required repairs included	✓	Additional charge. Unit is typically returned to VIAVI causing additional delay
VIAVI ECN's automatically implemented	✓	
Fiber connectors cleaned/polished	✓	Additional charge
Pigtail replacement	✓	Additional charge and risk of damage
Battery and bag replacement	✓	Additional charge
Performance verification		Manual product testing/verification to what specification?
Calibration with adjustments as required for frequencies, lasers, and power specifications	✓	
Instrument internal calibration date updated	✓	
Safety check DIN VDE 0701 part 1	✓	
TL9000 Certified service centers and process	✓	?

What Calibration Services Does VIAVI offer?

VIAVI Calibration services are geared to service the customer who can not have a down day for their field technicians with On-site Maintenance services on up to TL 9000 ISO Certified and ANSI-Z450-1 services for those who have stringent data certification needs for audit requirements. For example, the ANSI-Z540-1 calibration is typically required for the aviation industry.

On-site Field Verification and Maintenance On-site calibrations performed within our mobile calibration lab to avoid shipping and disruptive loss of use.	TL9000 ISO Certified Calibration Return to VIAVI calibration with certificate ensures accurate measurements and meets audit requirements.	TL9000 ISO Certified Calibration with Data Return to VIAVI calibration performed with before and after data report.	TL9000 ISO Certified Top Calibration Top calibration performed, additional data report and minor repairs as needed to avoid added POs.	ANSI Z540-1 Calibration Tests all parameters of the instrument for optimal measurements with pre and post data report with certificate.
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Purchase Options for VIAVI Repair and Calibration Services

Contract Service Plans

These plans cover service events during a specified contract period. Plans with Extended Warranty and Calibration coverage are available under VIAVI Care Support plans and FleetCare plans. Calibration only plans are also available. Contracts are available from 1-5 years and provide advantageous budget and scheduling. Learn more about [VIAVI Care Support Plans](#), which provide comprehensive coverage for your equipment.

Per Incident Fixed Price Services

Receive a fixed price quote that includes a post repair warranty for the entire unit for straightforward budgetary planning: Paid at time of RMA (return material authorization).

For further assistance during your repair or calibration request process, contact [Customer Support](#). To order this or any other VIAVI Service, please go to our [How to Order Services](#) page.

Refer to helpful resources including the VIAVI warranty and calibration cycles at viavisolutions.com/en-us/services/repair-calibration.



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To reach the VIAVI office nearest you,
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Product specifications and descriptions in this document are subject to change without notice.
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