



Installation and Operation Manual  
ProSeries Model SPS390  
Dynamic Signal Analyzer  
Part Nine  
Legacy Manual

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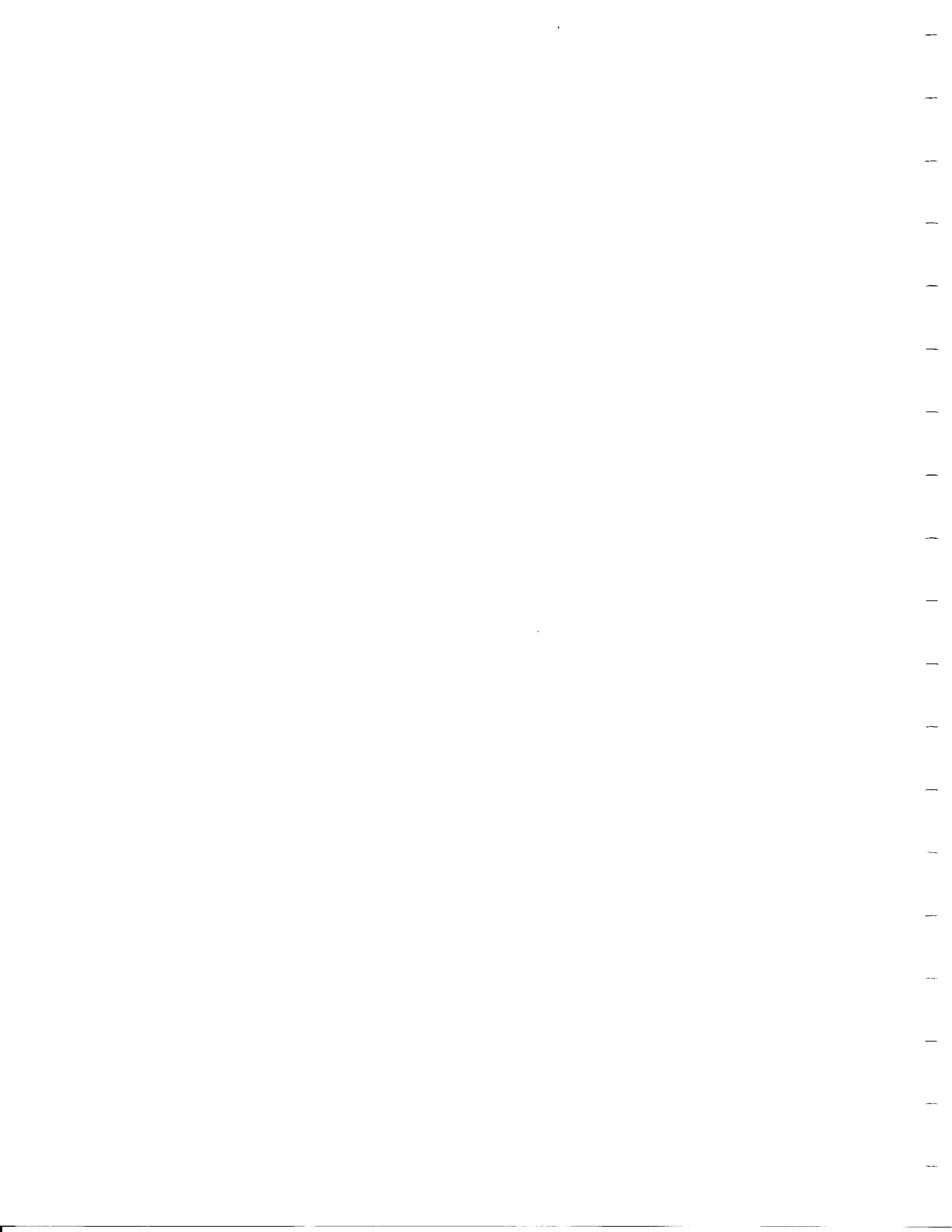
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# Signal Processing Systems Service Information

## Annual Service Agreement

Signal Processing Systems has sales and service centers around the world. In addition, an international network of sales representatives is available to assist you anywhere in the world.

### Product Support Programs

#### Customer Support

At Signal Processing Systems, we are committed to supporting the instruments we sell. This philosophy is demonstrated through a world-wide sales and service organization which provides a variety of services to our customers.

#### Service Centers

Signal Processing Systems maintains a network of service centers around the world. These centers are staffed and equipped to handle most maintenance requirements. In addition, the service center can provide technical assistance on problems related to the application, operation, or maintenance of our products.

- Service representatives are factory trained on each product.
- Specialized knowledge and test equipment is available to provide local repair with minimum downtime.
- The service representatives have the experience to provide on-site calibration and maintenance of individual instruments or entire systems.

To insure continued customer satisfaction, each service center is equipped to provide several types of service:

#### Warranty Service

Each Signal Processing Systems manufactured instrument is tested and inspected to conform to its published specifications and to be free of defects in materials and workmanship. Signal Processing Systems will repair or replace products which prove to be defective within the warranty period. Detailed warranty information is included in the applicable instrument instruction manual. For more information, contact the Signal Processing Systems office nearest you.

If an instrument develops a defect within the warranty period, contact your Signal Processing Systems service center. Your Service Representative will help determine the best course of action for effecting the repair of your equipment; all without parts or labor expense to you.

An annual service agreement is an economical and effective way to assure continued high instrument performance. Periodic scheduled maintenance and calibration is the best insurance against equipment failure. It is a cost-effective means of preventing expensive production interruptions or delays in development programs. You are assured of timely, competent service without the expense of maintaining in-house maintenance capability, specialized test equipment, and replacement parts inventories.

Some of the outstanding advantages of an Annual Service Agreement are:

- Regularly scheduled maintenance and calibration.
- Reduced labor rates - approximately 20% saving over unscheduled field service.
- Quick response on emergency service - normally within 48 hours.
- Facilitates maintenance budgeting.
- Minimizes paperwork - one purchase order covers the entire year.
- On-site service of instruments or entire system - reduces downtime, eliminates problems related to sending individual instruments to the calibration laboratory.

#### Field Service

Field Service is available to assist you with stubborn maintenance problems, installations, and other technical problems. If field service is required, contact our Signal Processing Systems service center.

#### In-House Service

In some cases it is more efficient or cost effective to return equipment to our service center. Your Service Representative will gladly work with you to determine when this is necessary and will provide you with ship-ping instructions.

#### Replacement Parts

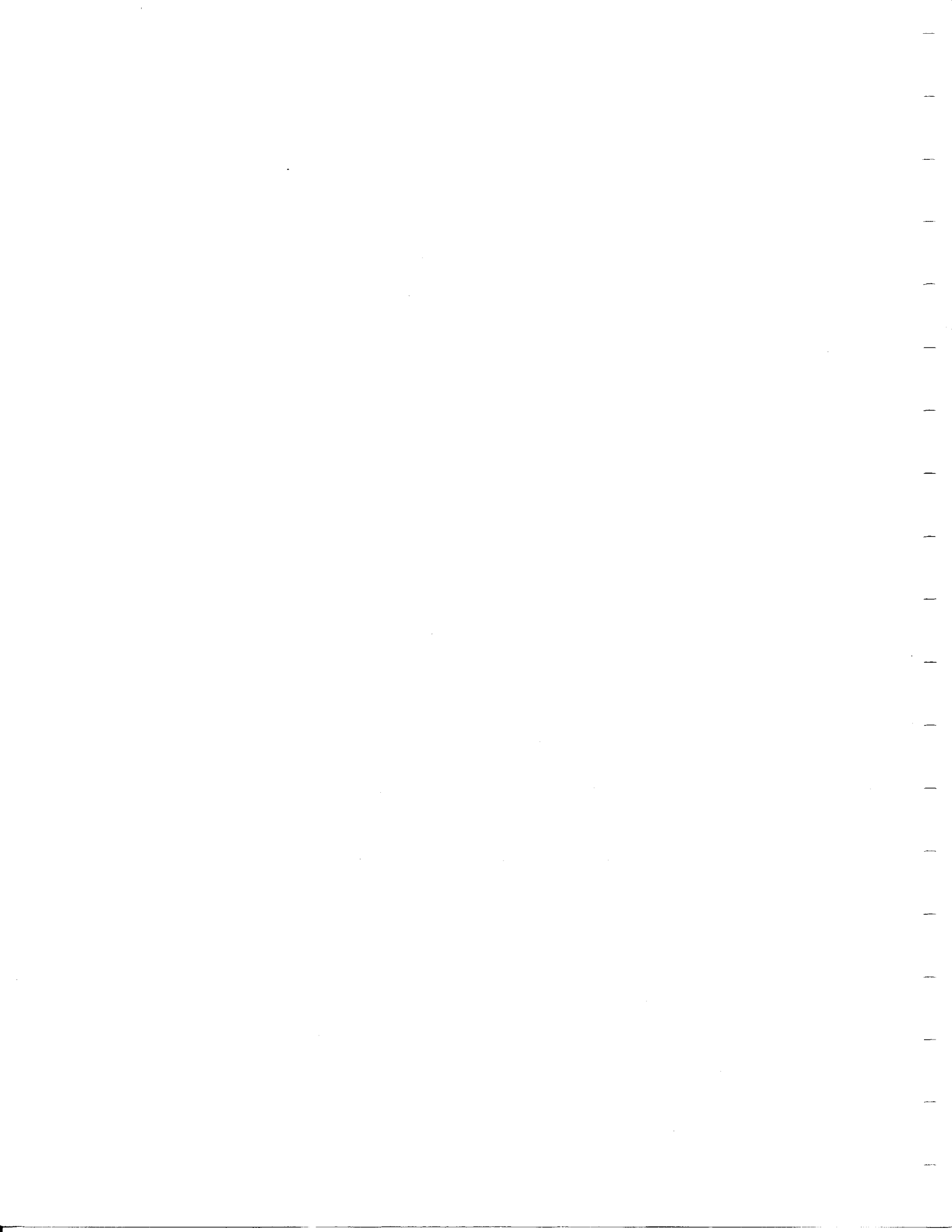
Each service center maintains inventories of most replacement parts for current standard products. In most cases, emergency orders for parts, printed circuit boards, subassemblies, and supplies can be filled within 24 hours. Ordering parts from Signal Processing Systems provides you with a single source of supply and assurance of part compatibility.

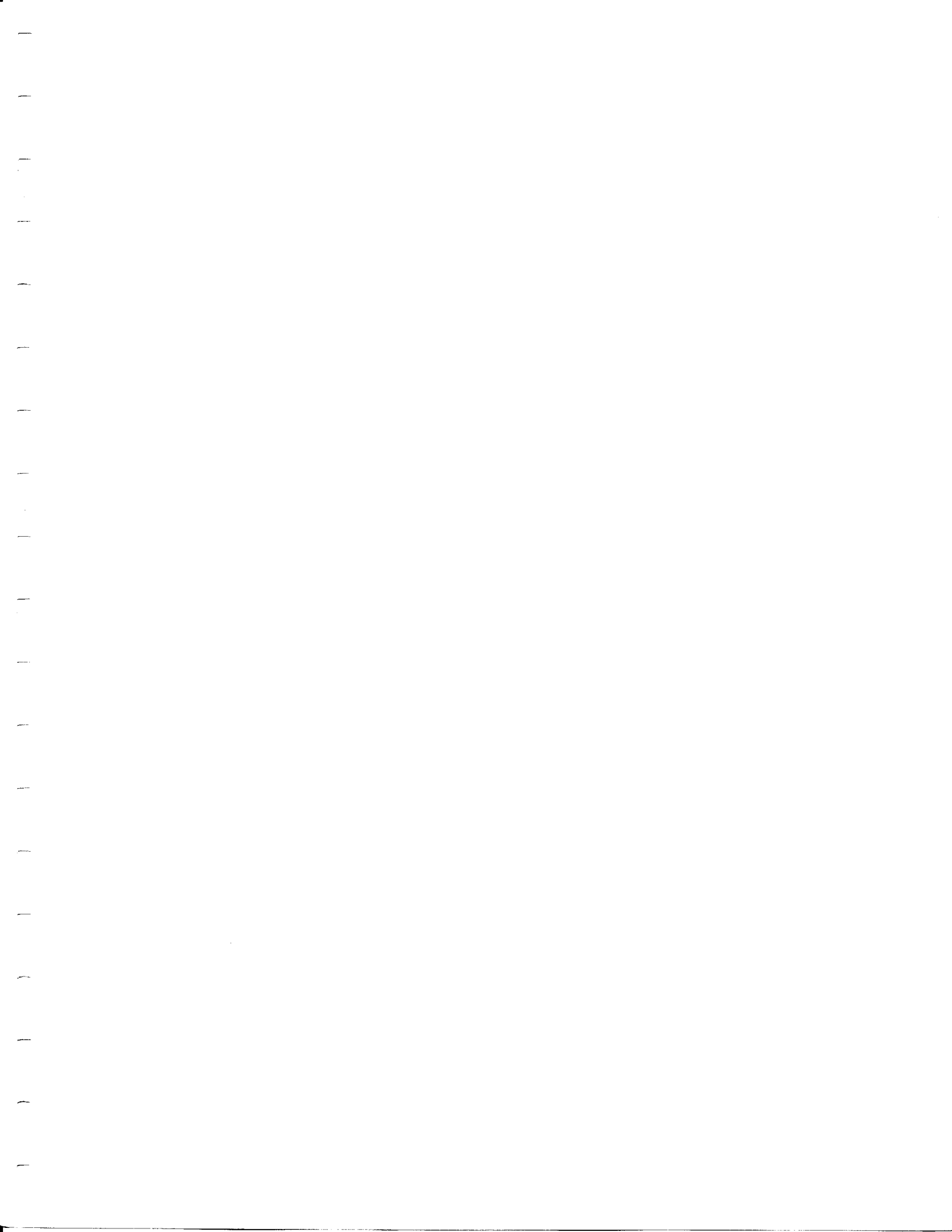
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