



Viavi Factory Repair

Get faster, more cost-effective repairs with flat-rate pricing

Viavi Solutions™ offers return-to-factory repair for all Viavi instruments at flat-rate pricing*. Removing delays in getting estimates for time-and-materials repairs enables Viavi to turnaround return units faster. Flat-rate repairs eliminate about 4 or 5 days from the repair timeline. Viavi flat-rate pricing evolved from analyzing repair costs over time and averaging the prices for labor and parts to achieve better prices. Flat-rate pricing simplifies the repair process for our customers. Only Viavi and select authorized service centers are certified to repair Viavi equipment. Allowing other parties to repair Viavi instruments will void the warranty.

High-Quality Service

Viavi repair and calibration processes were developed and are maintained according to ISO-9000 guidelines. Repairs include all mandatory engineering changes. Having Viavi, the original equipment manufacturer (OEM), service its units is the only way to achieve the highest-quality service.

Viavi Factory Repair services include:

- Flat-rate pricing and 10-day turnaround time for most repairs.
- ECN updates and maintenance as specified.
- Additional discount for instrument calibration with repair.

In order to eliminate unnecessary shipments, contact Viavi Technical Assistance Center personnel to verify that the product must be sent in for repair before a return authorization number (RA#) can be assigned. Expedited repair services are available based on availability, for an additional fee.

Key Benefits

- Flat-rate pricing speeds turnaround because it eliminates 4 or 5 days of obtaining estimates for time-and-materials repairs
- Viavi Repair and Calibrations Centers maintain ISO-9000 certification
- Engineering change notices (ECNs) included with all repairs
- Performs maintenance per required instrument specifications

Standard steps when customers use Viavi for Factory Repair include:

1. When a unit requires maintenance, notify Viavi customer care in your region to obtain a RA# which will contain information that will assist the instrument service technician and will also help track the unit while at Viavi.
2. Send the unit to Viavi.
3. Viavi receives the unit and performs the desired maintenance.
4. When completed, Viavi packages the unit and returns it to you via carrier of your choice.

Express Loaner Service

Avoid technician downtime and maintain schedules with the Express Loaner Service from Viavi. Through this service, Viavi loans you a similarly configured piece of equipment before you send yours in. Having loaner equipment ready when needed helps keep your

operation teams running efficiently and relieves stress. Ask your Viavi representative for more information.

NOTE: The Express Loaner Service is not available for all products.

Purchase Factory Repair as a stand-alone service or as part of the Gold, Silver, or Bronze PLUS Support Plans

PLUS Support Plans streamline the repair, calibration, and loaner processes making support costs predictable and cost-effective while greatly alleviating your administrative burden. Viavi Support Plans provide the peace of mind that your hardware investment is well protected and that your equipment will be available, functional, and up to date. Bronze and Silver plans include standard repair service, and with a Gold Support plan option you can upgrade to a no-fault repair service.

PLUS Consulting

- Experts helping you make the right business and technology decisions with these services:
- User Adoption Services
- Operational Assistance
- Business Intelligence
- Requirements Development/Documentation
- Technology Training
- Field Testing Optimization
- Lab Testing

PLUS Custom

- Solutions combine advanced customization and integration to optimize your operations with these services:
- Custom Software Application Development
- Solution and OSS Integration
- Scripting and Report Writing
- Customization of Standard Applications

PLUS Managed

- Burden-free managed options across multiple technologies and domains including mobility, video, Ethernet, and wireline targeted at reducing infrastructure and operations costs with these services:
- Cloud-enabled Solutions
- Operator-assisted Managed Services
- Hosted Managed Services
- Managed Inventory

PLUS Deployment & Support

- Comprehensive services to ensure commissioning, availability, functionality, and understanding of the Viavi portfolio with these services:
- Gold, Silver, and Bronze Hardware Support Plans
- Global Technical Assistance
- On-site and Factory Calibration
- Hardware Repair
- Express Loaner/Advanced Replacement
- Software Upgrades and Maintenance
- Product Training
- Deployment and Installation



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To reach the Viavi office nearest you,
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