

DEV SERVICES - A wide range covering all needs



Key Benefits of DEV Services

- secured systems uptime
- calculable service costs for the lifetime of the system
- remote installation support
- Support and warranty extension up to 10 years
- Priority treatment for booked services
- fast replacement of devices
- Speed-up of problem solution
- minimum contract duration 1 year



All-round No-Worry Packages

Regardless if you need support for installation, set-up, upgrades, failures or repair - we have a service for you that fits your needs.

Services that fit your needs:

Support Packs 2, 5 to 10 years: for remote and online priority support.

Silver Service: Support Packs **plus** repair and loan of DEV devices within 5 working days

Gold Service: Support Packs **plus** replacement of DEV devices within 24 hours for 7 days a week.

Your path to high availability

The qualified staff of the DEV Support Center helps customers which require quick solution.

DEV Services at a glance:

	Regular Support	Support Packs	Silver Service	Gold Service
Content	Warranty	Online Support	Support + Repair and loan	Support + Replacement
Reaction time	Not defined	3 working hours	3 working hours	3 working hours
Solution time	Not defined	Not defined	Within 5 working days	Within 24 hours
DEV Product	Not included	Not included	Included as a loan	Included as replacement
Hotline availability	Not defined	10 hours 5 working days (8.00 – 18.00 CET), except public holidays	10 hours 5 working days (8.00 – 18.00 CET), except public holidays	24 hours 7 days
Service availability	Worldwide	Worldwide	Worldwide	Europe and others
Coverage	All DEV products	All DEV products	Approved DEV products	Approved DEV products
Costs	Free of charge	Related to product price	Related to product price	Related to product price
Shipping costs	One way-DEV to customer	Included in both directions	Included in both directions	Included in both directions
Packaging costs	Not included	Included	Included	Included
Handling	Not included	included	Included	Included
Contract Period	Warranty period 24 months	From 24 months to 10 years	Minimum 1 year	Minimum 1 year

THE ONLY LOGICAL CHOICE FOR RF SIGNAL AVAILABILITY

DEV's RF signal transmission project roadmap

- Single source responsibility for the entire system
- Comprehensive site survey
- Production of requirements catalogue
- Definition of minimum acceptable signal quality at receiver
- Co-ordinated products designed for optimal integration

The best thing that can happen to your signal

By selecting DEV as your RF signal transmission solution provider, you can be completely confident that the quality of your signal will be as high as it can be.

That's because DEV develops and produces a complete range of high performance and high-availability RF signal transmission equipment from its state-of-the-art manufacturing facilities in Germany. These products include:

- Distribution amplifiers
- Splitters and Combiners
- Switching systems and distributing matrices
- Routing products and multiplexers
- RF signal transmission products over optical fibre



Because DEV can supply products suitable for use along the entire transmission path, you can be sure that you can implement a closely integrated, fully redundant and highly scalable solution with no single point of failure.

Who benefits most from DEV solutions?

DEV products are designed for operation in different frequency bands and impedances according to the specific requirements of the project. That makes them equally suitable for:

- Systems integrators for cable head ends & satellite ground stations
- Operators of large cable TV networks
- IP TV providers
- Operators of production plants for telecommunication equipment with RF transmission parameters
- Satellite operators
- Teleport or playout centre operators
- Military satellite communications operators

Ready to work with us?

We're always excited about meeting new challenges. To discuss your implementation requirements in relation to DEV solutions, or for more information about DEV products, please contact:

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