

Keysight Advantage Services

System Uptime Support Product Fact Sheet

Keep your system up and running without ever moving it

System Uptime support applies to critical test systems such as vector network analyzers, antenna test units, bit error ratio testers (BERT), VXI, data acquisition units and others.

On-site professional service gets your instruments back to work as quickly and easily as possible

- Eliminate process disruptions, packaging costs and shipping risks with in-situ calibration and repair.
- Enjoy fast support at your location when we cannot solve your problem remotely.
- Experience rapid system diagnosis and verification with state-of-the-art automation.
- Be assured your system operates at original functionality with system verification after repair.

Measurement confidence comes from equipment that works accurately and precisely

- Get on-site support from local Keysight Technologies, Inc. engineers who understand your system and environment.
- Benefit from Keysight's monitoring and improvements in quality and reliability throughout your product's life.
- Leverage our investment in new technology and processes, and continual innovations in automated diagnosis, adjustment and verification.



Lower your ownership costs by relying on Keysight's expertise

- Maintain maximum productivity by consulting highly trained support engineers who resolve problems remotely or on-site for a single system or more.
- Get top-quality calibration and valuable extras—such as the latest service notes and firmware, cleaning and lubrication—proven to reduce equipment failures and out-of-tolerance conditions.
- Enjoy the flexibility to design the service that meets your test system needs.

Order Options

| Option | Duration | Benefit | Typical response time |
|---------------------------------------|------------------------|--|-----------------------|
| Onsite Verification Support Agreement | One year Multi-year | Keysightt comes to you, reducing downtime from days to hours | Scheduled event |
| Onsite Repair Support Agreement | One year Multi-year | Keysight system support engineers resolve many issues remotely and, if needed, come to your site to get equipment up and running quickly | 1-2 business days |

Service Description

On-site System Verification Support Agreement

- A Keysight engineer helps you plan system calibration needs.
- The project plan is shared in advance to avoid surprises.
- The calibration date is selected to minimize disruption.
- A Keysight engineer comes to your site with calibration equipment and performs the same quality calibration as our service centers.
- Service includes preventative maintenance, such as cleaning and lubrication.

On-site System Repair Support Agreement

- A Keysight engineer develops a strategy to maximize equipment uptime.
- Spare parts may be held at your site or be shipped within 24 hours, when needed.
- Telephone support provides access to highly trained Keysight support professionals.

- When needed, Keysight dispatches a support engineer to your site with response times that meet your requirements:
 - Two business days
 - Next business day
 - Same business day, within 4 hours (only available in certain locations)
- Following diagnosis, the Keysight engineer repairs equipment on-site.
- After the repair, the engineer runs a system-level verification test to ensure your equipment is fully operational.

Infoline Web Services

Manage your equipment more effectively with instant access to in-depth product and service information, such as warranty status, service history, calibration certificates and test data, plus online transaction capability, such as service requests, status tracking and more.

Related Services

VOSCAL
Resident Professional Service

Order Information

Contact your local sales office or visit us on the web at www.keysight.com/find/assist

For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at: www.keysight.com/find/contactus

Three-Year Warranty

www.keysight.com/find/ThreeYearWarranty
Keysight's commitment to superior product quality and lower total cost of ownership. The only test and measurement company with three-year warranty standard on all instruments, worldwide.



Keysight Assurance Plans

www.keysight.com/find/AssurancePlans
Up to five years of protection and no budgetary surprises to ensure your instruments are operating to specification so you can rely on accurate measurements.

