

KeysightCare for Scienlab Solutions

Solution services that accelerate your win

Overview

Gain complete and reliable e-mobility applications test with Keysight Scienlab test solutions. Whether your test includes battery, BMS, EV charging environment, or inverter, design engineers can count on Keysight solutions for repeatable results across work groups. Keysight solutions provide consistent results so you can stay on schedule, accelerate your time to market, and stay within budget.

As technology becomes more complex, small test problems accumulate and your workflow can break down. This breakdown can put your plans in doubt. KeysightCare for Solutions is your priority-one connection to your teams, providing committed turnaround times and access to technical experts. This premium service can help you stay ahead of the curve and accelerate the win.

High-performance, technology-specific test systems developed with a precise selection of instruments and software, are more complex than an individual instrument when it comes to service and support. It is not only important that each component is maintained to perform as it did the day it was purchased, but equally important that the system continues to work together providing the same accurate and repeatable results today and in the future.

KeysightCare for Scienlab Solutions provides:

Access to expertise

- Solution experts
- Dedicated solution support

Increase uptime

- On-site repair and calibration services
- On-site technical support

Minimize risk

- Periodic calibration for whole solution
- Proactive software, hardware, and support updates

KeysightCare for Solutions Support Services

KeysightCare for Solutions services go beyond basic warranty, providing a priority-one connection between our resources and your teams. Whether receiving accelerated response times, keeping your test solution operating like the day you purchased it, or getting access to application experts, there is a KeysightCare for Solutions offering that is right for you. KeysightCare for Solutions delivers an industry-leading integrated support experience that combines hardware, software, and technical support services scaled to your unique business needs.

Service Description Summary

Support Agreement Description	KeysightCare Warranty Plus for Solutions *		KeysightCare Assured for Solutions		KeysightCare Enhanced for Solutions	
	Return to Keysight** R-55T-001-X ¹	Onsite R-55T-005-X ¹	Return to Keysight** R-55U-001-X ¹	Onsite R-55U-005-X ¹	Return to Keysight** R-55V-001-X ¹	Onsite R-55V-006-X ¹
Solution Technical Support (Hardware and Software²)						
Keysight Support Portal	24x7 access to Knowledge Center, calibration certificates, service requests, and other asset details.					
Remote Technical support response times ³	≤ 2 business days	≤ 2 business days	≤ 4 business hours	≤ 4 business hours	≤ 2 business hours	≤ 2 business hours
Onsite Technical Support ⁴				•		•
Solution Hardware Support						
Repair service coverage	Return to Keysight	Onsite	Return to Keysight	Onsite	Return to Keysight	Onsite
Repair service turnaround or response time	No commitment	No commitment	≤ 10 business days Turnaround time ⁸	≤ 12 business days response time ⁷	≤ 7 business days Turnaround time ⁸	≤ 5 business days response time ⁷
Solution Calibration service ⁵					Up to Keysight Calibration + Uncertainty + GuardBanding Return to Keysight	Up to Keysight Calibration + Uncertainty + GuardBanding Onsite
Calibration service turnaround time					≤ 5 business days	Scheduled
Proactive firmware release notification			•	•	•	•

* Only offered for solutions where Assured and Enhanced support levels are not yet available.

** Return to Keysight option is only available for SL1040A-ST2 Portable series.

- When ordering, update with the relevant (Solution Product Number (SPN) based on the length of service required (e.g. -1, -2, -3, or -5 for 1 year, 2 years, 3 years, or 5 years).
- KeysightCare Software Agreement required for software support.
- Remote Technical Support response time is measured from the time you contact the KTAS team to have an initial meaningful response from the case owner.
- Onsite technical support is provided or at the discretion of Keysight
- Recommended re-calibration period is 12 months
- Response time is measured from the date the service request is received to the date Keysight arrives at your site.
- Turnaround time is an actual service-performing time and does not include shipping, customer processing, or trans-shipment time.

Choice of KeysightCare for Solutions Support Services

Keep your engineers on top of constantly evolving technologies with access to Keysight technical application experts and exclusive solution-level content with your choice of KeysightCare solutions support service. Increase your test system uptime, efficiency, and effectiveness with on-site services such as repair, calibration, and technical support for the most complex applications, solutions, and systems. You can also lower the risk of project delays and reduce maintenance downtime with your choice of accelerated, committed turnaround times for repair and calibration, proactive software and hardware updates, enhancements, and fixes.

Keysight Support Portal and Knowledge Center

Every KeysightCare for Solutions support option includes access to the KeysightCare Support Portal and Knowledge Center where you can find answers, manage service requests, and interact with experts who are familiar with the instruments and software you are using and the challenges you face. The Knowledge Center has thousands of technical articles and videos with programming examples based on real test and measurement scenarios, questions, and their resolution. The Keysight Support Portal enables you to access self-support content or talk to live engineers. Register or log in to the Keysight Support Portal at <https://KeysightCare.keysight.com>.

KeysightCare Assured for Solutions with Onsite Upgrade

KeysightCare for Solutions Assured provides increased support to manage your application needs. When your engineers have questions, they need answers fast. KeysightCare Assured is a commitment to respond to your technical needs quickly. When unexpected repairs are necessary, you can count on a dedicated repair service turnaround time to get you back up and running.

- Access to the Keysight Support Portal and Knowledge Center
- Priority technical support response times
 - 2 business days standard (upgradable to < 4 hours) response time
 - Including onsite Technical Support
- Priority repair and on-site options

KeysightCare Enhanced for Solutions with Onsite Upgrade

When keeping your test plan on track is the top priority, you need dependable, accurate, and repeatable results. KeysightCare for Solutions Enhanced provides fast answers for unexpected test challenges and includes a calibration service of choice based on the equipment's recommended calibration interval. Keep your project schedules on track and receive priority support and even faster turnaround times for repairs and calibration to optimize your equipment.

- Access to the Keysight Support Portal and Knowledge Center
- Premium priority technical support response times (< 4 hours)
 - Including onsite technical support
- Premium priority repair with onsite options
- Priority calibration with onsite options

Additional Custom Services

- Customized training – ensures speed to first measurement and ongoing knowledge refresh
- Solution components loaners service – for an instrument/component replacement to keep your test systems running during repair or service.
- Resident professional – ensures the solution operates according to the warranted specification and minimizes test disruption or delays when removing sensitive data from service areas.

Accelerate your Win

Choose KeysightCare for Solutions Services to increase your system uptime with accelerated, committed repair and calibration service turnaround times, and proactive software updates, enhancements, and fixes. Additionally, for the most complex applications, solutions, and systems, maximize your test system utilization with KeysightCare's on-site repair, calibration, and technical support.

To learn more about KeysightCare, visit us at www.keysightcare.com.



Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.

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