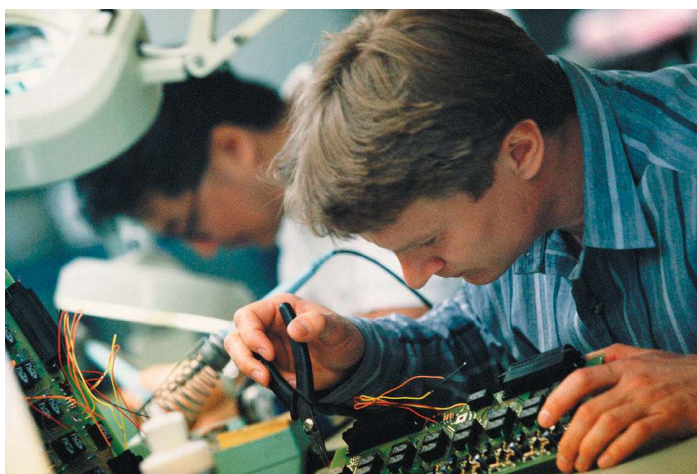


# Keysight Technologies

## Onsite Support Services



### Team Keysight: We Keep You Online

Does your business model include test system maintenance, service and support?

Ours does.

With Keysight Technologies, Inc. Onsite Support Services, you have access to Keysight technical experts who are ready to maintain and support your Keysight test systems anywhere in the world. It's what we do, it's a core competency at Keysight. Our technical team knows Keysight test systems literally from the inside out. They can diagnose problems quickly, fix them fast, and help you avoid downtime with preventive maintenance and occasional upgrades. Our experts can be part of your team whenever you need them.

- Troubleshooting
- Repairs
- Preventive Maintenance
- Unscheduled Service
- Upgrades and Modifications
- Environmental Surveys

### Go to the Source

Why hire and train technical resources if you don't have to? Keysight engineers know Keysight equipment, and they're available immediately to support your test systems. Our engineers are extensively trained on Keysight systems, and will come to your site to provide maintenance and support as needed. Instead of hiring and training additional resources, you can go to the source for world-class test system support. We'll take care of the test floor while you take of business.

### End-to-End Coverage

Keysight Onsite Support Services are all-inclusive. We bring labor, parts, materials and best practices to your door—whatever is required to keep your sophisticated test systems up-and-running. Some services are provided onsite, others are provided remotely via phone or web. In all cases, the goal is to increase efficiency and minimize downtime. We keep your capital assets online, so they continue making money for your company.

- Repair Service—Includes diagnosis and correction of any malfunctioning or failed part.
- Preventive Maintenance—We will clean, adjust, lubricate, inspect and test all parts that require periodic maintenance.
- System Improvements—Our engineers may occasionally make engineering modifications or install upgrades at Keysight's expense.
- Environmental Surveys—If needed, we will periodically monitor your test environment and make suggestions to improve productivity and test effectiveness.

### You Call, We Respond

Keysight support offices are located worldwide, so if you have a system problem, an Keysight engineer can usually be at your site the next business day, sometimes sooner. Unplanned service requests are initiated with a phone call, and can sometimes be resolved immediately or with a few follow-up calls. If onsite service is required, we'll be on our way as soon as you call.

## Expert Resources On Demand

Keysight engineers are trained in all aspects of test system support. We know the procedures, we know what to look for. Chances are, if you're having a problem with your test system, we've seen it before and we have documented procedures for fast resolution. No one is better equipped to handle troubleshooting, diagnosis and repairs than an Keysight-trained service engineer. We know our test systems better than anyone else, and we're better prepared to keep them up-and-running.

	Onsite Support	Cooperative Support
Onsite Assistance	24x7 or next day	When necessary
Parts Replenishment	Yes	Yes*
Customer Training Required	No	Yes (one tech per shift)

\* Requires a contract option that includes replacement parts. See General Terms and Conditions for more information.

## Description

Keysight Onsite Support Services are a combination of remote and onsite support services for Keysight in-circuit, X-ray or AOI test systems. Parts, labor, materials and travel expenses are provided by Keysight for all necessary repairs, preventive maintenance and system modifications.

## Requirements

General Terms and Conditions for onsite support are available from your Keysight representative. Please call to request a copy.

## Support Options

The following service levels are available.

Terms and conditions vary, contact your Keysight representative for details:

- Priority Plus Support—24x7x365 coverage with four-hour response. Not available in all areas.
- Priority Support—Coverage from 8am to 5pm, Monday through Friday, excluding Keysight holidays. Includes four-hour response. Not available in all areas.
- Next-Day Support—Next-business-day coverage between 8am and 5pm, Monday through Friday, excluding Keysight holidays.

## Ordering Information

Please contact your Keysight representative for a custom quote.

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](http://www.keysight.com/find/contactus)

### Americas

Canada	(877) 894 4414
Brazil	55 11 3351 7010
Mexico	001 800 254 2440
United States	(800) 829 4444

### Asia Pacific

Australia	1 800 629 485
China	800 810 0189
Hong Kong	800 938 693
India	1 800 112 929
Japan	0120 (421) 345
Korea	080 769 0800
Malaysia	1 800 888 848
Singapore	1 800 375 8100
Taiwan	0800 047 866
Other AP Countries	(65) 6375 8100

### Europe & Middle East

Austria	0800 001122
Belgium	0800 58580
Finland	0800 523252
France	0805 980333
Germany	0800 6270999
Ireland	1800 832700
Israel	1 809 343051
Italy	800 599100
Luxembourg	+32 800 58580
Netherlands	0800 0233200
Russia	8800 5009286
Spain	800 000154
Sweden	0200 882255
Switzerland	0800 805353
	Opt. 1 (DE)
	Opt. 2 (FR)
	Opt. 3 (IT)
United Kingdom	0800 0260637

For other unlisted countries:  
[www.keysight.com/find/contactus](http://www.keysight.com/find/contactus)  
 (BP-09-23-14)

[www.keysight.com/go/manufacturing](http://www.keysight.com/go/manufacturing)  
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