

System Uptime Support Services

Increase Uptime with Professional Services

Introduction

Keysight Technologies, Inc. offers a wide range of valuable support products to help ensure that customers get the most out of their in-circuit test and automotive electronics functional test equipment investment. Keysight uses different support codes, called Support Product Numbers (SPN) for each level of support offered.

This data sheet serves to help customers better understand each SPN. The most frequently used SPN are listed with a brief description of each support service deliverable. For customers who wish to have the complete terms and conditions of each support service in their quotations, please contact your local Keysight sales and support representative.



Services Overview

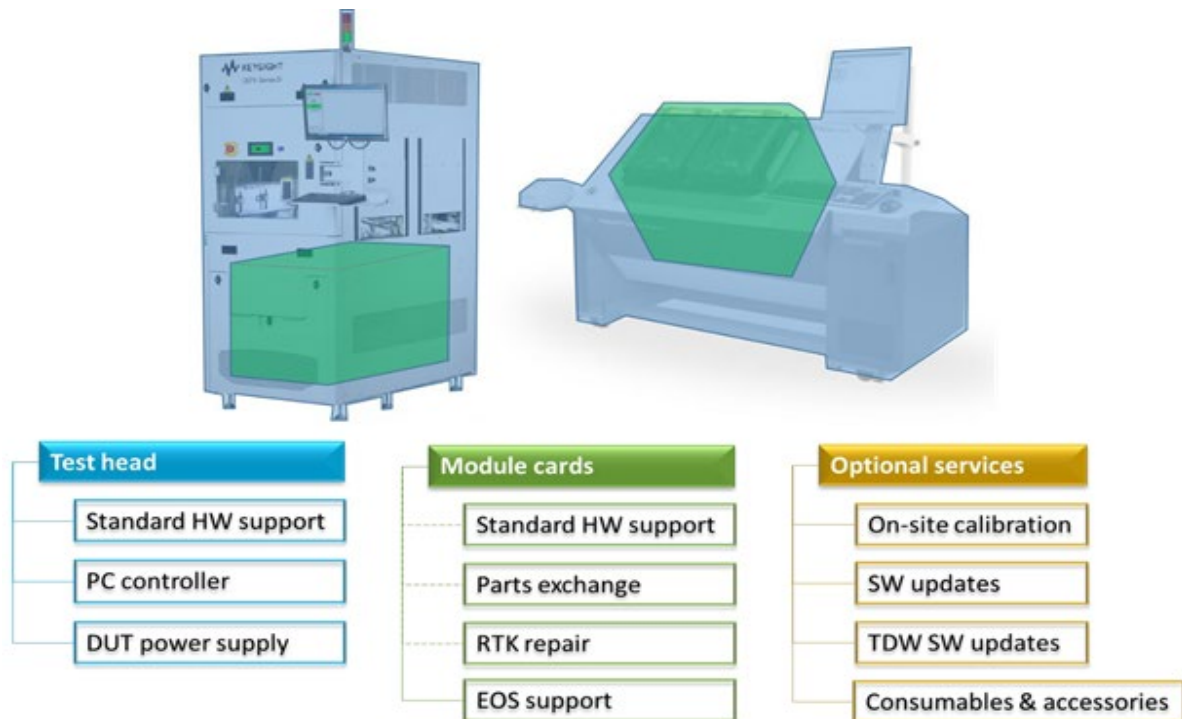
The table below provides an overview using the SPN of the available support services that Keysight offers for In-Circuit Test (ICT) and automotive functional test systems.

Type of Services	In-Circuit Test		Automotive
	i3070	i1000	TS-5000, TS-8900
ISO 17025 Accredited Calibration Service	R-9AS-701		
	R-9AS-703		
Keysight Calibration Service	R-9AS-601	R-9AS-504	
	R-9AS-603		
	R-9AS-607		
	R-9AS-608		
	R-9BC-601	R-9BC-501	
Hardware Support	R-9BC-604	R-9BC-504	
	R-9BW-601	R-9BW-501	R-9MW-501
	R-9BW-603	R-9BW-503	R-9MW-503
	R-9CU-CON		
	R-9CU-PSS		
Testhead Software Update Subscription (SUS)	K8225A SW1000-SUP-01		
TDW (Test Development) Software Update Subscription (SUS)	K8273G SW1000-SUP-01		
EMT Software Phone Support	R-9CU-PSS		

Service Deliverables of ICT Flex

Service Deliverables	ICT Flex
System hardware support with parts replenishment	Yes
PC support	Included
PC obsolesce protection	Included
On-site system calibration service	Optional
Annual system calibration license	Included
Advanced DGN license	Included
System SUS	Optional
TDW SUS	Optional
Consumables/ Accessories	Optional
Support for module cards: Pin, Control and ASRU cards	Module cards support is optional
Combined with limited part agreements: PXA (Part Exchange) or RTK (Return to Keysight)	Yes
Post EOS support or upgraded SPN available	Yes
Customize support SPN available	Yes

ICT Flex Services



All ICT Flex support SPNs can be applied on either the system testhead (inclusive of system PC controller), module cards, or both, to provide the necessary uptime support services that can be customized to your specific needs. However, it is important to note that you must including testhead

support in all contracts. The standard ICT Flex services SPNs provide hardware support with parts replenishment for the system and module cards product which have active support life.

The standard ICT Flex support for the system testhead comes with a nontransferable annual license-to-use of system calibration software. With this system calibration software, the customer can perform system calibration to ensure the system is operating within published specification. Customers who prefer Keysight to perform the on-site service for system calibration may opt for one of the following SPNs: R-9AS-701, R-9AS-703, R-9AS-601, R-9AS-603, R-9AS-607, R-9AS-608.

Customers who need to maintain the latest software release for the testhead should use K8225A, SW1000-SUP-01. Customers who need to maintain the latest software updates for test development should use K8273G, SW1000-SUP-01.

Customers shall select R-9CU-PSS for phone support to both system and TDW software update subscriptions.

Keysight understands our customers' need for convenient and fast parts replenishment, even for some parts like consumables and accessories. The SPN R-9CU-CON provides the option for ensuring replenishment of consumables parts and accessories replacement.

For module cards, customers have the option to select from either standard ICT Flex hardware support which provides part replacement, part exchange. or a Return-to-Keysight (RTK) repair agreement.

Summary of ICT Flex Service by SPN

	R-9BC-601	R-9BC-604	R-9BW-601	R-9BW-603
Testhead or module cards				
Hardware support coverage	On-site 8x5 next day	On-site three business days	Coop 8x5 next day	Coop Value 8x5
Phone support coverage	8x5 phone support	8x5 phone support	8x5 phone support	8x5 phone support
On-site	Y	Y	Y ¹	N
Parts	Next day ²	3 business days	Next day ²	Next day ²
System Cal	N	N	N	N
System SUS	N	N	N	N
TDW SUS	N	N	N	N
Consumable/ Accessories	N	N	N	N

1. Onsite support included once all remote support options have been exhausted

2. May vary depending upon customer site location and in-country logistics capabilities

Summary of Other Optional Services

SPN	Description
R-9AS-701	On-site ICT system ISO/IEC 17025 Accredited Calibration agreement, 2x per year Note: R-9AS-701-ACC for Europe
R-9AS-703	On-site ICT system ISO/IEC 17025 Accredited Calibration agreement, 1x per year Note: R-9AS-703-ACC for Europe
R-9AS-601	On-site ICT system Keysight Calibration agreement, 2x per year Note: R-9AS-601-MU for Europe
R-9AS-603	On-site ICT system Keysight Calibration agreement, 1x per year Note: R-9AS-603-MU for Europe
R-9AS-607	On-site ICT system Legacy / Calibration agreement, 2x per year
R-9AS-608	On-site ICT system Legacy / Calibration agreement, 1x per year
K8225A SW1000-SUP-01	Test head Software Update Subscription (SUS)
K8273G SW1000-SUP-01	TDW Software Update Subscription (SUS)
R-9CU-PSS	EMT software phone support
R-9CU-CON	ICT Flex – Consumables Parts and Accessories Replacement Agreement
R-9CU-EOS	ICT Flex – Extended Support – Post EOS

In-Circuit Test (Medalist i1000 ICT Systems)

Hardware support for Keysight i1000 ICT is broken down into individual major components. Customer has the flexibility to choose the type and level of support required.



Services (Testhead and Major Components)

SPN	Hardware Support Coverage	Phone Support Coverage	On-Site	Parts	System Cal	System SUS	TDW SUS	Consumable/ Accessories
R-9BC-501	On-site 8x5 next day	8x5 phone support	Y	Next day ²	N	N	N	N
R-9BC-504	On-site three business days	8x5 phone support	Y	3 business days	N	N	N	N
R-9BW-501	Coop 8x5 next day	8x5 phone support	Y ¹	Next day ²	N	N	N	N
R-9BW-503	Coop Value 8x5	8x5 phone support	N	Next day ²	N	N	N	N

1. Onsite support included once all remote support options have been exhausted

2. May vary depending upon customer site location and in-country logistics capabilities

Optional Services

SPN	Description
R-9AS-504	On-site ICT system calibration agreement, 1x per year

Automotive (TS-5000 and TS-8900 Series)

Hardware support for Keysight Automotive test system is customized due to different combinations of instruments. Please contact your local Keysight support representative for a support solution that meets your operational requirements. A Statement of Work ("SOW") will be drafted to document the coverage of custom services offered.



Summary of Services

SPN	Hardware Support Coverage	Phone Support Coverage	On-Site	Parts	Instrument Cal	System SUS	TDW SUS	Consumable/ Accessories
R-9MW-501	Coop 8x5 next day	8x5 phone support	Y ¹	Next day ²	N	N	N	N
R-9MW-503	Coop Value 8x5	8x5 phone support	N	Next day ²	N	N	N	N

1. Onsite support included once all remote support options have been exhausted

2. May vary depending upon customer site location and in-country logistics capabilities

Conclusion

Keysight's uptime repair and calibration services will ensure that your systems will continue to operate optimally, will minimize unplanned downtime and maximize system utilization throughout its lifetime. Your system will be serviced by Keysight-trained engineers using the latest factory calibration procedures, automated repair diagnostics and genuine parts. You can always have the utmost confidence in your measurements.

For information regarding system uptime and support options that will work best for you, please contact your local Keysight representative, or visit www.keysight.com/find/systemsupport.

The latest news and updates relating to your Keysight ICT or Functional Test equipment can be found at :

Keysight In-Circuit Test: www.keysight.com/find/ict

Keysight Electronics Automotive Functional Test: www.keysight.com/find/autofct

As a mission-critical design enablement partner, Keysight connects design, emulation, and test so customers can solve the world's most complex engineering challenges. Accelerate innovation at www.keysight.com.



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