Keysight Support Services

Accelerate your learning curve, enhance your test uptime, and confidently guarantee your instrument accuracy with Keysight Support Services. Keysight Services are here to support your test needs with expert technical support, instrument repair and calibration, training, alternative acquisition program options, and more.

A KeysightCare agreement provides dedicated, proactive support through a single point of contact for an extensive group of instruments, software, and solutions to ensure optimal uptime, with fast response times and resolution. Explore the services that are right for you.

What KeysightCare Services Mean to You

When the pressure is on, costly delays result from waiting on tools, answers, or help. Keysight Services provides a new level of service and support, with KeysightCare to help your team deliver better results, consistently. As your equipment evolves with the complexity of your design, so should the support you receive. KeysightCare is your priority-one connection for your teams with committed turnaround times and access to technical experts. KeysightCare can help you stay ahead of the curve and accelerate the win.

A KeysightCare agreement provides dedicated, proactive support through a single point of contact for instruments, software, and solutions. KeysightCare covers an extensive group of instruments, application software, and solutions.

With Keysight Services you get optimal uptime, faster response, faster access to experts, and faster resolution.

Keysight Services

Offering	Benefits
KeysightCare **KEYSIGHT**CARE	KeysightCare provides elevated support for Keysight instruments and software, with access to technical support experts who respond within a specified time and ensure committed repair and calibration Turnaround Times (TAT). KeysightCare offers multiple service agreement tiers, including KeysightCare Assured, Enhanced, and Application Software Support. See the KeysightCare data sheet for details.
KeysightCare Assured	KeysightCare Assured provides a commitment to respond to your engineer's technical needs quickly. When unexpected repairs are necessary, you can count on a committed repair service turnaround time to get you back up and running.
KeysightCare Enhanced	KeysightCare Enhanced includes all the benefits of KeysightCare Assured plus Keysight's accurate and reliable Calibration Services, accelerated and committed TAT, and technical response.
Keysight Support Portal & Knowledge Center	All KeysightCare tiers include access to the Keysight Support Portal, where you can manage support and service resources related to your assets, such as service requests and status, or browse the Knowledge Center.
Education Services	Build confidence and gain new skills to make accurate measurements, with flexible Education Services developed by Keysight experts. Including Start-up Assistance.
Alternative acquisition options	
KeysightAccess	Reduce budget challenges with a lease-based subscription service that offers low monthly payments, enabling you to get the instruments, software, and technical support you want for your test needs.

Recommended Services

Maximize your instrument uptime and confidently make accurate measurements by securing technical support, repair, and calibration services with committed response and turnaround times. High-performance instruments include 1 year of KeysightCare Assured. Obtain multi-year KeysightCare upfront to eliminate the need for tedious paperwork and yearly maintenance budget requests. Plus, you benefit from secured service for 2, 3, or 5 years.

Service	Function
KeysightCare Enhanced*	**Includes tech support, warranty, and calibration**
R-55B-001-1	KeysightCare Enhanced – Upgrade 1 year
R-55B-001-2	KeysightCare Enhanced – Extend to 2 years
R-55B-001-3	KeysightCare Enhanced – Extend to 3 years (Recommended)
R-55B-001-5	KeysightCare Enhanced – Extend to 5 years (Recommended)
KeysightCare Assured	**Includes tech support and warranty**
R-55A-001-2	KeysightCare Assured – Extend to 2 years
R-55A-001-3	KeysightCare Assured – Extend to 3 years
R-55A-001-5	KeysightCare Assured – Extend to 5 years
Start-Up Assistance	
PS-S40-01	Included – instrument fundamentals and operations starter
PS-S40-04	Recommended – instrument fundamentals and operations starter
PS-S40-02	Optional, technology & measurement science standard learning

* Available in select countries. For details, please view the datasheet. R-55B-001-2/3/5 must be ordered with R-55B-001-1.

KEYSIGHT