

KeysightCare

Accelerate the Win

Technology continues to grow in complexity and that means small issues can escalate into big problems rather quickly. That's where KeysightCare comes in and removes obstacles to your success by providing dedicated technical service and support to minimize downtime with committed turnaround times for repair and calibration. Solve your measurement challenges fast with access to application and technical support experts that are committed to respond within a specified time. Activate KeysightCare to solve problems and accelerate your win.

Change the Game with Committed Levels of Service and Support

Increase the productivity of your engineering teams with access to highly skilled technical experts, productivity tools, and an online Knowledge Center to help you stay on top of fast-changing technologies and standards. Design and test equipment is changing as quickly as the products you are creating. KeysightCare ensures your hardware and software stay current, giving you an edge to get to market faster.

Get to Market Faster with Calibration Services that Keeps your Test Assets Current

Improve the predictability of your products through scheduled equipment calibrations. With KeysightCare, you will have one less thing to worry about. Our global team of support specialists understands your unique test configurations, adjusts out-of-tolerance conditions, and verifies the performance of every option, every specification, every time.



Highlights

KeysightCare service and support provides complete customer care including:

- Multiple tiers of service designed to fit your business needs
- Access to technical experts with committed response times
- Access to a 24/7 Knowledge Center
- Software updates and enhancements
- Firmware and software update notifications
- Repair and calibration coverage with committed turnaround times

Save time and get your product to market quicker with KeysightCare:

- Faster, predictable access to technical experts
- Faster resolution of technical support issues
- Committed turn-around time on repair and calibration services
- Prevention of potential support issues



Timely Software Updates to Protect Your Investment

KeysightCare delivers product updates and enhancements to ensure your team receives the latest technologies for improved performance and precision. Receive proactive notifications of the latest software and firmware updates. Boost your team's effectiveness with direct access to our skilled technical experts and 24/7 online Keysight Support Portal and Knowledge Center.

More effective engineering through predictable response

Get support and answers when you need them. Our service-level agreements prioritize your issues to your selected response times, while Keysight Support Portal lets you track your support cases and access technical documents and video from the Knowledge Center.

Flexibility

Whether your organization's 24/7 innovations are in 5G, automotive, aerospace defense, or other applications, you need to depend on superior test assets and resources to produce successful results. KeysightCare goes beyond basic warranty to offer multiple tiers of support to address your unique application needs. Whether receiving accelerated response times, keeping your equipment operating like the day you purchased it, or access to experts is most important to you, there is a tier of KeysightCare that is right for you. Every support tier includes access to Keysight experts skilled at using the instruments and software you are using and the technical challenges you face. You can also access the Keysight Support Portal and Knowledge Center to find answers, manage cases and make service requests.

Software licensing options provide flexibility and support

Flexible licensing options allow you to balance your project's requirements. Your application software may require consistent software operation over a full program lifecycle or may require frequent updates to maintain pace with fast moving leading-edge applications. Keysight licensing has flexible license terms and types to address your application needs. KeysightCare provide selectable software support as well.

| License term | Options |
|---------------|---|
| Perpetual | Use perpetual licenses indefinitely. KeysightCare Software Support is available for 1-, 2-, 3- or 5-year subscriptions, and is renewable. |
| Subscription | Use subscription licenses through the term of the subscription (6-month or 1-, 2-, or 3-year). KeysightCare Software Support is available through the license term. |
| License type | Descriptions |
| Node locked | Use node locked licenses on one specific instrument/computer. |
| Transportable | Use a transportable license with one instrument/computer at a time. Users can transfer the license to another instrument using Keysight Software Manger (internet connection required). |

| | |
|--------------|---|
| USB Portable | Use a USB portable license on one instrument/computer at a time. Users can transfer the license to another instrument using a certified USB dongle (available for additional purchase, Keysight part number E8900-D10). |
| Floating | Networked instruments/computers can access a license from a server one at a time. Purchase multiple licenses for concurrent usage. Three types of floating license are available: Single Site : 1-mile radius from the server; Single Region ¹ : Americas; Europe; Asia; Worldwide (export restriction identified in End User License Agreement (EULA)) |

1. Americas (North, Central, and South America, Canada); Europe (European Continent, Middle Eastern Europe, Africa, India); Asia (North and South Asia Pacific Countries, China, Taiwan, Japan)

For more information see [Software Terms, Types and KeysightCare Software Support Subscriptions flyer](#).

Service Definitions

| Service term | Definition | | | | | | | | | | |
|----------------------------------|--|----------------------|--------------------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------|------------------|------------------|------------------|
| KeysightCare Tiers | KeysightCare offers multiple service agreement tiers: Technical Support, Assured, Enhanced, and Software Support. See exact service level commitments for repair, calibration, and technical support in the table below. | | | | | | | | | | |
| Entitlement | KeysightCare entitlement is typically linked to a serialized asset and provides unlimited users of the company that owns the Keysight asset (hardware or software) support services as defined in KeysightCare's multiple tiers. | | | | | | | | | | |
| Technical Support | Customers with an entitled KeysightCare asset or software can access the Keysight Support Portal at support.keysight.com , using your company domain email address, to open a support case. Remote technical support is also provided by telephone and/or email ¹ found at Contact KeysightCare Support . | | | | | | | | | | |
| Response time | <p>Response times apply to technical support provided by the global KeysightCare Technical and Application Support team (K-TAS). Time is in local country's K-TAS business hours. Measured response time starts with customer contact to the initial meaningful response from the case owner in the K-TAS team. The customer should provide their asset's serial number or software's host ID so the correct level of support can be obtained. This first response commitment comes from a technical expert, who is knowledgeable in the product or technology area, skilled at debug and diagnosis and remains diligently focused on the case through closure. See Business hours for regional details.</p> <table border="1"> <thead> <tr> <th></th> <th>KeysightCare Technical Support</th> <th>KeysightCare Assured</th> <th>KeysightCare Enhanced</th> <th>KeysightCare Software</th> </tr> </thead> <tbody> <tr> <td>Technical support response times</td> <td>2 business days</td> <td>4 business hours</td> <td>2 business hours</td> <td>4 business hours</td> </tr> </tbody> </table> | | KeysightCare Technical Support | KeysightCare Assured | KeysightCare Enhanced | KeysightCare Software | Technical support response times | 2 business days | 4 business hours | 2 business hours | 4 business hours |
| | KeysightCare Technical Support | KeysightCare Assured | KeysightCare Enhanced | KeysightCare Software | | | | | | | |
| Technical support response times | 2 business days | 4 business hours | 2 business hours | 4 business hours | | | | | | | |

| Keysight Support Portal | Use the Keysight Support Portal at support.keysight.com to access support and service resources related to your assets. The Keysight Support Portal provides online access for you to submit service requests, browse the Knowledge Center's content 24x7, and check progress of submitted cases and requests. All KeysightCare tiers include access to the Keysight Support Portal. | | | | | | | | | | | | |
|---|--|--------------------------|----------|----------|---------|---|---------|---------------|--|-------|-------------------|------------------------------|-----------------|
| Software updates | Software updates are only available through KeysightCare Software Support. A KeysightCare agreement may not be required for security fixes and bug fixes but they are included in all valid KeysightCare Software Support agreements. Keysight provides software release update notifications to customers for all KeysightCare entitled software. | | | | | | | | | | | | |
| Firmware updates | Keysight provides firmware release update notifications to customers for all KeysightCare Assured and Enhanced entitled instruments registered in the Keysight Support Portal. | | | | | | | | | | | | |
| Repair | KeysightCare Assured and Enhanced include repair with operational verification. KeysightCare Enhanced entitled assets include calibration after repair. | | | | | | | | | | | | |
| Calibration | Calibration is a periodic verification of a test instrument to ensure performance is in accordance to specifications. KeysightCare Enhanced includes calibration, based on the asset's recommended calibration interval. Select any of the Keysight calibration options up to an accredited calibration, based on country and model availability. Calibrations not included are standards lab calibration and custom calibration. | | | | | | | | | | | | |
| Turnaround times (TAT) | Turnaround times (TAT) apply to repair, and calibration services. KeysightCare service requests are prioritized and performed within the committed TAT of the KeysightCare service tier. The committed TAT applies to the actual calibration site that is performing the work (servicing entity). Repair and calibration TAT do not include shipping, customs processing, or trans-shipment to a servicing entity. | | | | | | | | | | | | |
| Language coverage for technical support | <table border="1"> <thead> <tr> <th>Technical Support Region</th> <th>Language</th> </tr> </thead> <tbody> <tr> <td>Americas</td> <td>English</td> </tr> <tr> <td>Europe, Middle East, Africa, India (EMEA)</td> <td>English</td> </tr> <tr> <td>Greater China</td> <td>Chinese Simplified, Chinese Traditional, English</td> </tr> <tr> <td>Japan</td> <td>Japanese, English</td> </tr> <tr> <td>Korea and South Asia Pacific</td> <td>English, Korean</td> </tr> </tbody> </table> | Technical Support Region | Language | Americas | English | Europe, Middle East, Africa, India (EMEA) | English | Greater China | Chinese Simplified, Chinese Traditional, English | Japan | Japanese, English | Korea and South Asia Pacific | English, Korean |
| Technical Support Region | Language | | | | | | | | | | | | |
| Americas | English | | | | | | | | | | | | |
| Europe, Middle East, Africa, India (EMEA) | English | | | | | | | | | | | | |
| Greater China | Chinese Simplified, Chinese Traditional, English | | | | | | | | | | | | |
| Japan | Japanese, English | | | | | | | | | | | | |
| Korea and South Asia Pacific | English, Korean | | | | | | | | | | | | |

Service Description Summary

| Support Agreement Description | Warranty | KeysightCare TechnicalSupport | KeysightCare Assured | KeysightCare Enhanced ¹ | KeysightCare Software |
|--|---------------|-------------------------------|----------------------|------------------------------------|-------------------------------|
| Keysight Support Portal & Knowledge Center, 24x7 | | • | • | • | • |
| Technical support response times | | 2 business days | 4 business hours | 2 business hours | 4 business hours ² |
| Hardware Support | | | | | |
| Repair service coverage | • | | • | • | |
| Repair service turnaround time ⁴ | No commitment | | 10 business days | 7 business days | |
| Calibration service ³ | | | | • | |
| Calibration service turnaround time ⁴ | | | | 5 business days | |
| Proactive firmware release notifications | | | • | • | |
| Software Support | | | | | |
| Major feature, enhancement, and maintenance releases | | | | | • |
| Proactive software release notifications | | | | | • |

All the offered services are subject to legal terms and conditions. India, Israel, Russia, and Brazil TAT are excluded; repairs executed with commercially reasonable effort.

1. Only available in select countries. Please contact your local Keysight representative.
2. Software support requires a KeysightCare Software Agreement. If both hardware and software are under technical support entitlement, the best service level will prevail.
3. Calibration included in KeysightCare Enhanced, based on recommended calibration interval. Select any of the Keysight calibration option up to an accredited calibration, based on country and model availability. Standards lab calibration and custom calibration are not included.
4. Repair and calibration turnaround times do not include shipping, trans-shipping or customs processing. In those cases where Keysight does not meet the committed turnaround times for repair and calibration, remediation is available. Keysight provides a 25% discount, applied against the next sequential KeysightCare renewal period on the same asset. It is applicable only to renewals of same or higher-level service and has no cash value.

Keysight Support Portal and Knowledge Center

KeysightCare customers have access to the [Keysight Support Portal](#), which includes a prolific knowledge center in addition to frequently asked questions (FAQs). The Knowledge Center has thousands of technical articles and videos with programming examples, some of which are exclusive to KeysightCare customers depending on technical depth. These technical articles are based on real test and measurement scenarios, questions, and their resolution, and represent decades of R&D and test expertise.

Customers have access to the Keysight Support Portal's self-service features to manage self-support content or talk to live engineers for support. Customers can create cases, view real-time asset repair or calibration status, view case history, and find test solutions using the self-service features in the Keysight Support Portal. The case history is visible to both the customer and Keysight, which enables the technical support engineer to provide proactive and personalized support with the application's test and measurement context in mind.

Within the Keysight Support Portal, KeysightCare Technical Support, Assured, Enhanced, and Software Support entitlements are linked to an asset by its serial number (hardware) or host ID (software). Learn more about the value of the Keysight Support Portal in this [2-minute video](#). Register or log in to the Keysight Support Portal at <https://KeysightCare.keysight.com>.

Tier 1: KeysightCare Technical Support

Reduce risk and avoid project delays with technical support coverage for all your Keysight products regardless of use model, warranty period, or discontinuance status. Get personalized technical support that offers a committed response by KeysightCare Technical Support.

Benefits Summary:

- Technical support response within 2 business days
- Online Knowledge Center
- Self-Service Keysight Support Portal

KeysightCare provides annual agreements rather than per incident technical support to ensure consistent access to the resources you need to be successful. KeysightCare Technical Support applies to the hardware instrument with 2 business days technical response time and access to the Keysight Support Portal. For software support see KeysightCare Software Support. If both hardware and embedded software are under technical support entitlement, the best service level will prevail. As an example, in the case of KeysightCare Software Support entitlement used with hardware that has Keysight Technical Support the 4 business hours response time prevails over the 2 business days.

If you need technical support for a specific asset, purchase KeysightCare Technical Support that allows you to receive technical support on each of your assets and receive a less than 2-business day committed response. It does not include repair and calibration or other post purchase services. For your assets that are critical to your business operations, Keysight recommends upgraded KeysightCare offerings such as Assured, Enhanced, and Software Support. Select KeysightCare Technical Support to cover the remaining useful, but less time critical equipment.

Tier 2: KeysightCare Assured

Innovative device designs and test systems face continually growing requirements. KeysightCare Assured provides increased support to match 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 committed repair service turnaround time to get you back up and running.

Benefits Summary:

- KeysightCare Technical Support
 - Online Knowledge Center
 - Self-service Keysight Support Portal
- Technical support response within 4 business hours
- 10-day instrument repair turnaround time
- Firmware update notifications

Most initial product purchases include KeysightCare Assured providing entitlement for the following 1- year, the same as warranty. When the initial agreement expires, customers have the option to renew or upgrade your KeysightCare agreement for your specific business needs.

Keysight Premium Used products, that are eligible for KeysightCare, include one year of KeysightCare Assured at the time of purchase. Keysight Used products come with a 30-day warranty and then customers have the option to purchase a KeysightCare Assured service support upgrade and/or extend the warranty.

Tier 3: KeysightCare Enhanced (Recommended)

When keeping product design, development and manufacturing on track is your top priority, you need dependable, accurate and repeatable results. In addition to providing faster turnaround times for technical support and committed repairs, KeysightCare Enhanced provides a calibration service of choice based on the equipment's recommended calibration interval. Keysight recommends KeysightCare Enhanced since calibration is critical to your test equipment's accuracy and repeatability. Research has shown that test equipment out of calibration can cause recalls, rejected products, increased returns, or lost yield. Please check out this ebook for more information.

Keep your project on schedule with this comprehensive, premium offering.

Benefits Summary:

- KeysightCare Assured
 - Online Knowledge Center
 - Self-service Keysight Support Portal
 - Repair Coverage
- Technical support response within 2 business hours
- 7-day instrument repair turnaround time
- 5-day instrument calibration turnaround time. See [selection guide](#) for regional details.
- Firmware update notifications

KeysightCare Enhanced is available in the following countries:

| Region | Countries |
|---------------|--|
| Americas | Canada, Mexico, USA |
| Asia Pacific | Australia, Japan, Malaysia, Singapore, South Korea |
| EMEA | Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Romania, Spain, Sweden, Switzerland, United Kingdom |
| Greater China | China, Hong Kong, Taiwan |

Calibration options vary by region and country. KeysightCare Enhanced includes calibration based on the model's recommended calibration interval. You can select any of the Keysight calibration options up to an accredited calibration, based on country and model availability. Standards lab calibration and custom calibration are not included. A list of common calibration options includes:

| Calibration | Availability |
|---|-----------------------------|
| Keysight-Calibration | Worldwide |
| Keysight-Calibration + Uncertainties | Worldwide, excluding Japan |
| Keysight-Calibration + Uncertainties +Guard banding | Worldwide, excluding Japan |
| Accredited Calibration | Worldwide |
| Z540-1 Calibration | Americas |
| In metro Calibration | Only available in Brazil |
| KOLAS Calibration | Only available in Korea |
| NATA Calibration | Only available in Australia |
| CNAS Calibration | Only available in China |
| JCSS Calibration | Only available in Japan |

Tier 4: KeysightCare Software Support

Ensure your software test and design tools are current and include the latest standards with KeysightCare Software Support which provides proactive notifications and software updates. Receive priority access, with a committed timeframe, to application experts who are familiar with Keysight software and the latest standards. Our experts can advise on techniques to help you stay within the most challenging emerging technology test limits.

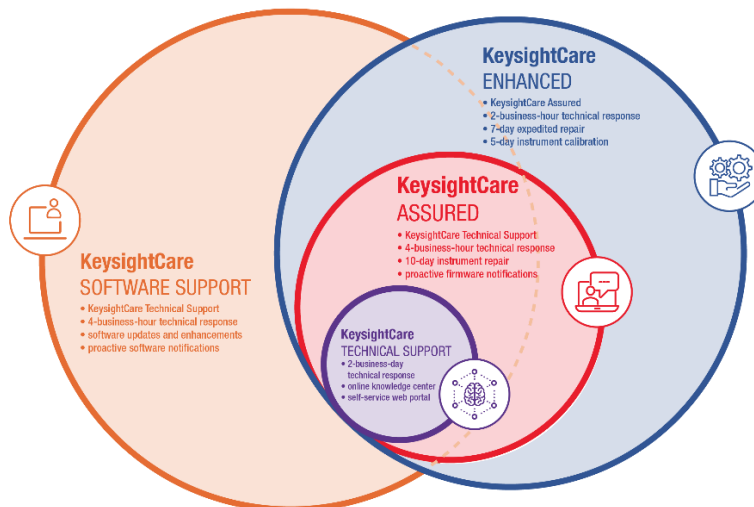
Benefits Summary:

- KeysightCare Technical Support
 - Online Knowledge Center
 - Self-Service Keysight Support Portal
- Technical support response within 4 business hours
- Software updates and enhancements
- Proactive software notifications

KeysightCare Software Support applies to the software with 4 business hour response time, software updates and notifications and access to the Keysight Support Portal. If both hardware and software are under technical support entitlement, the best service level will prevail, so in the case of KeysightCare Enhanced this is the 2 business hours over the 4 business hours.



Committed Service and Support Scaled To Your Needs



Agreement Length

Most new mid-range and high-performance instruments include KeysightCare Assured for 1-year in all regions. Most basic instruments include 3-year warranty and 3-year KeysightCare Technical Support. In addition to first year KeysightCare Assured coverage, Keysight instruments sold in China include a 3-year warranty and Keysight instruments sold in Japan include a 5-year warranty.

Keysight recommends that customers purchase a multi-year KeysightCare agreement at the time of instrument or software purchase. This ensures maximized asset uptime by securing technical support to help mitigate project risk and providing committed turnaround times. Multi-year options include 2-, 3- and 5- years for most hardware instruments and software.

Special Cases

Keysight provides committed response times globally from our technical experts for KeysightCare entitled instruments and software and customers can access the Keysight Support Portal and Knowledge Center articles 24x7. Repair and calibration services are provided locally where possible. However, there are cases, where the instrument must ship to a different service center or factory.

Nonlocal repair and calibration turnaround times

Committed turnaround times (TAT) apply to repair, and calibration services. KeysightCare service requests are prioritized and performed within the committed TAT of the KeysightCare service tier. The committed TAT applies to the calibration site that is performing the work (servicing entity). Repair and calibration TAT do not include shipping, customs processing, or trans-shipment to the servicing entity within Keysight.

Return to factory repair

Most Keysight products are repaired in local service centers in the respective country or region. However, there are exceptions based on product complexity and recently introduced instruments. Typically, for a limited transition period, those recently introduced instruments may be repaired in their original R&D or manufacturing location or “returned to factory” (RTF). For questions regarding whether a product is maintained locally or regionally, please ask your Keysight representative at the time of purchase. When an instrument needs repair, Keysight takes the following steps to ensure customers continue to benefit from KeysightCare priority services:

- KeysightCare entitled assets are prioritized for expedited service in those factory locations.
- Keysight will apply a 90-day extension to the KeysightCare entitlement period for RTF service requests.

Missing a TAT Commitment

In a case where Keysight does not meet the committed turnaround times for repair and calibration, remediation is available. Keysight provides a 25% discount, applied against the next sequential KeysightCare renewal period on the same asset. It is applicable only to renewals of same or higher-level service and has no cash value.

Leased Instruments

Assets leased from Keysight, include warranty and KeysightCare Assured coverage for the lease period.

KeysightCare Coverage

KeysightCare covers thousands of hardware instruments and software assets. However, some Keysight products have service and support coverage other than KeysightCare such as the Ixia products, custom solutions, and some upgrade kits. Support coverage for probes and accessories is provided through the connected KeysightCare entitled instrument.

Winning in Your Markets

KeysightCare is a priority-one connection between our resources and your teams. Through committed, accessible, and proactive engagement, we will help you remove the barriers to success. Activate KeysightCare and accelerate the win no matter what business you are in. To learn more, contact your local Keysight representative or visit us online at: www.keysightcare.com.

Learn more at: www.keysight.com

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

