

KeysightCare for Solutions

Solution Services That Accelerate Your Win

Overview

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 solutions 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 Solutions Support Services

KeysightCare for Solutions services goes 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.

Access Expertise

- Solution experts
- Customized training
- Dedicated Solution Support

Increase Uptime

- On-site repair and calibration services
- On-site technical support
- Solution component loaners

Minimize Risk

- Periodic premium and accredited factory calibration
- Proactive software, hardware, and support updates
- Solution diagnostics, verification, and calibration

Solution Service Description Summary

	KeysightCare for Solutions Warranty Plus	KeysightCare for Solutions Assured	KeysightCare for Solutions Enhanced
Solution Technical Support (SW & HW)			
Keysight Support Portal & Knowledge Center, 24x7	•	•	•
Technical support response time (remote)	≤ 2 business days	≤ 4 business hours	≤ 2 business hours
System support (configuration, verification, diagnosis)		Configuration, verification	Configuration, verification, diagnosis
Solution Hardware Support			
Repair turnaround time	No commitment	≤ 10 business days	≤ 7 business days
Solution calibration			≤ 5 business days
Application of service notes	Safety and recalls	Recommended during service	Sent when available
Preventative maintenance			•
Proactive firmware release notifications		•	•
Outcome-focused upgrades – ordered separately			
Minimize Downtime: Days (24-hour business week)	–	Faster remote and onsite technical support, loaner, preventative maintenance, and quarterly reviews.	Priority onsite technical support, system diagnosis & repair service, loaner, preventative maintenance, onsite calibration option, and quarterly reviews.
Minimize Downtime: Hours (24-hour business week)	–	–	Fastest remote technical support, onsite system diagnosis & repair service, loaner, preventative maintenance, onsite system-level calibration option, and reviews as requested.
On-site required	–	Technical support, and system diagnosis repair service	Technical support, system diagnosis repair service, solution component calibration with loaners
Advanced system support	–	–	Remote technical support – additional time allowance needed for some solution components

Please note: All services are not available on all solutions. See the [Service Definition Tool](#) for services available for your Keysight solution.

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, and system diagnostics and verification.

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 solutions 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 for Solutions Warranty Plus

Reduce risk and avoid project delays with technical support coverage for your Keysight Solutions. Get personalized technical support that offers a committed response from KeysightCare technical experts.

- Access to the Keysight Support Portal and Knowledge Center
- Technical support response in ≤ 2 business days

KeysightCare for Solutions Assured

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
 - ≤ 4 business hours response time
 - Including solution configuration and verification
- Priority repair and on-site options

KeysightCare for Solutions Enhanced

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 time of ≤ 2 business hours
 - Including solution configuration, verification, and diagnosis
- Premium priority repair with on-site and loaner options
- Priority calibration with on-site and loaner options

Additional Test Solution Services

- Customized training - ensures speed to first measurement and ongoing knowledge refresh
- Solution verification, diagnostics, and calibration – increases your system's uptime, reduces support costs, and ensures measurement confidence with traceability to industry standards.
- On-site calibration and repair service – increases solution uptime with equipment removed only during the time it takes to calibrate or repair your solution.
- On-site technical support – solution experts advise on advanced test methods and evolving standards to optimize your measurements and test strategies
- Solution components loaners service – for an instrument/component replacement to keep your test solutions running during repair or service.

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

See the [Service Definition Tool](#) for services available for your Keysight solution.

For more information on Keysight Technologies' products, applications, or services, please visit: www.keysight.com



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