Keysight Technologies
Limited Parts Agreement
Restore your test system with genuine parts for optimal uptime!

Today's tough business environment and uncertain economic climate have caused many electronics manufacturers to take drastic actions to reduce cost. These include reviewing how recurring costs such as those arising from test and inspection equipment maintenance.

Keysight Technologies, Inc. understands these difficult challenges that manufacturers face, and has designed the Limited Parts Agreement – a new affordably-priced support program targeting our customers' special needs.

What is the Limited Parts Agreement?

The Limited Parts Agreement is one of the most cost effective support offerings that focus on commonly used parts for Keysight *Medalist* i3070 and i5000 In-Circuit Test (ICT) systems.

Two agreement options are available, depending on the customer's preference:

– Return-to-Keysight Repair Service Agreement (RTK) – A defective part is brought back to Keysight for repair and thereafter returned to the customer;
– Parts Exchange Agreement (PXA) – A defective part is exchanged with a working part.

The customer has the flexibility of deciding on the number of parts for consumption within a year, and this quantity is captured in the agreement as credits. Keysight will track the credits utilization by the customer over the agreement period. Credits are tied to part categories of similar value or function. Credits available can be freely exchanged for other types of RTK or PXA services, subject to sufficient credit balance required for the services you wish to exchange for. For example, credits can be used for repair of parts in a different category, or you can use it to upgrade to a part exchange next business day service when the urgent need arises.

Benefits of having a Keysight Limited Parts Agreement

– Maintenance cost distributed over the duration of one year.
– Keysight provides tracking and administration of the credits, with monthly utilization reports on parts usage and credit balance.
– Parts from Keysight are guaranteed and fully tested by Keysight's stringent quality requirements.
– Keysight parts come with a 90 days warranty.

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Return-to-Keysight Repair Service Agreement (RTK)

Customer logs call to Keysight Support Center for part repair request.

1

Defective parts are collected from our customer on a scheduled date for repair at Keysight's local repair center and returned to customer.

2

In the event where the customer's part is not repaired within the agreed timeframe, a good working part will be returned in its place by Keysight.

3

- Typical turn-around time for repair is 10 business days.
- Repair credits are deducted once the repair is completed successfully.
- In the event where the parts are found to be non-qualified Keysight parts, or where parts are found to have been physically damaged, the part will be returned to the customer as per issued.

Parts Exchange Agreement (PXA)

Customer logs call to Keysight Support Center for part exchange request.

1

Keysight sends a working part and collects the defective part from customer.

2

- Typical turn-around time is one business day.
- Credits will be deducted once the part is sent to the customer.

Limited Parts Agreement Product Numbers

R2010A MSD Return-to-Keysight Repair Service Agreement (RTK)[1,2]	
SPN	**Description**
R-9BT-801	RTK Repair Service Agreement, for a module card for ICT system
R-9BT-802	RTK Repair Service Agreement, for a MPU for ICT system
R-9BT-803	RTK Repair Service Agreement, for a DUT power supply for ICT system
R-9BT-804	RTK Repair Service Agreement, for a system card for ICT system
R-9BT-810	RTK Repair Service Agreement, Value added services for ICT system

R2011A Parts Exchange Agreement (PXA)	
SPN	**Description**
R-9BE-801	Parts Exchange Agreement, next business day for a module card for ICT System
R-9BE-802	Parts Exchange Agreement, next business day for a MPU for ICT System
R-9BE-803	Parts Exchange Agreement, next business day for a DUT power supply for ICT System
R-9BE-804	Parts Exchange Agreement, next business day for a system card for ICT System
R-9BE-811	Parts Exchange Agreement, next business day for a Measurement Card for i1000 System
R-9BE-812	Parts Exchange Agreement, next business day for a Control/Pin Card for i1000 System
R-9BE-813	Parts Exchange Agreement, next business day for a PCI/IO Card for i1000 System
R-9BE-814	Parts Exchange Agreement, next business day for a DUT Power Supply for i1000 System

1. Applicable only to Medalist i3070 and i5000 ICT systems.
2. Available in certain countries only. Please check with your local Keysight representative.

Limited Parts Agreement Product Numbers (continued)

Parts covered under the Limited Parts Agreement					
Part group (type)	Part number (new)	Part number (refurbished)	Part description	RTK Credit	PXA Credit
Module card	03066-66532	03066-69532	ASRU C	2,000	3,000
	03066-66533	03066-69533	ASRU D		
	N1807-66500	N1807-69500	ASRU N		
	E4000-66512	E4000-69512	Control XT		
	E9900-66504	E9900-69504	Control XTP		
	E9900-66506	E9900-69506	Control XTP-I		
	N1807-66801	N1807-69801	Control XTP-A		
	E1061-66501	E1061-69501	AccessPlus		
	E4000-66542	E4000-69542	Analog DD		
	E4000-66551	E4000-69551	AnalogPlus		
	E4000-66540	E4000-69540	HybridPlus 6 MPS DD		
	E4000-66544	E4000-69544	HybridPlus 12 MPS DD		
	E4000-66545	E4000-69545	HybridPlus 20 MPS DD		
	E4000-66552	E4000-69552	HybridPlus 6 MPS DD (B version)		
	E4000-66553	E4000-69553	HybridPlus 12 MPS DD (B version)		
	E4000-66554	E4000-69554	HybridPlus 20 MPS DD (B version)		
	E4000-66562	E4000-69562	HybridPlus 6 MPS DD (AP) - Heron		
	E4000-66563	E4000-69563	HybridPlus 12 MPS DD (AP) - Heron		
	E4000-66546	E4000-69546	HybridPlus Pay-Per-Use		
	E4000-66550	E4000-69550	HybridPlus Programmable		
	N1140-66500	N1140-69500	i5000 Talon Hybrid		
MPU	E4000-66203	E4000-69203	Series 1 MPU (PowerOne)	3,500	5,000
	N1140-80003	N1140-89003	Astec MPU Kit		
DUT power supply [1]	03066-80006	03066-89006	DUT power supply (6624A)	2,000	5,000
	E3785-80000	E3785-89000	DUT power supply (6624A)		
System card	03066-63603	03066-69603	LAN Cap	2,000	3,000
	N1807-66803	N1807-69803	i-Cap		
i1000 card	U9401-66500	U9401-69500	i1000 Measurement Card	NA	3,500
	U9401-66520	U9401-69520	i1000 Hybrid Relay Card		
	U9401-66515	U9401-66515	i1000 System Control Card		3,000
	U9401-66516	U9401-69516	i1000 Analog Relay Card		
	U9401-66523	U9401-69523	i1000 PCI I/O Card		1,500
	U9401-66825	U9401-69825	i1000 Linear Power Supply		

1. For RTK only. Each board found defective in the DUT power supply will be considered as one repair.

Limited Parts Agreement Product Numbers (continued)

Value added services covered under the Return-to-Keysight Repair Service Agreement (R-9BT-810) Description of services	
Part group (type)	**RTK Credit**
System Calibration & Preventive Maintenance service for one i3070 system	1,500
ASRU Calibration service for one i3070 system	590
Measurement Card Calibration & Preventive Maintenance service for one i1000 system	1,200
Win 7 Controller only for i3070 system	3,660
Win 7 Controller & One-time Software Update for i3070 system	7,000
One-time Software Update for i3070 system	4,780
Hardware maintenance training for i1000 system	3,550
Hardware maintenance training for i3070 system	3,550

Which type of Limited Parts Agreement should you choose?

Select PXA if you want a faster turnaround. For moderate or high uptime requirements, it is recommended for the customer to purchase a spare parts kits.

Select RTK if you can wait for the part to be repaired. A spare parts kit is highly recommended for all levels of uptime requirements.

Alternately, for a fraction of the most of upfront purchase, customers can opt for a System Spares Onsite Agreement (Spares Agreement) from Keysight. Under this agreement, Keysight will provide a spare parts kit on site, enabling customers instant access to spare parts as when needed. The faulty parts can then be repaired (via RTK) or exchanged (via PXA) and returned to the spare parts kit.

Other support offerings from Keysight

Limited Parts Agreement can be combined with other forms of support agreements to form the perfect solution optimized for your unique requirements.

Keysight provides a full range of support solutions, from full service support agreements enabling your Keysight Test and Inspection solutions system to obtain a maximum warranty period, to customized support solutions.

Please contact your nearest Keysight office or sales representative for more information.

Spare Parts Kit

A spare parts kit provides standby parts that can be used to repair the ICT system before the RTK or PXA part from Keysight arrives. The customer may purchase these spare part kits upfront.

Additional web information:

For more information on Keysight's Services and Support for PCBA Test & Inspection solutions, please visit:
www.keysight.com/find/systemsupport

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For more information on Keysight Technologies' products, applications or services, please contact your local Keysight office. The complete list is available at:
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