

# System Uptime Support

## Product Guide

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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 support code. The most frequently used codes 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 on 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
Calibration service	R-9AS-601	R-9AS-504	
	R-9AS-602		
	R-9AS-603		
	R-9AS-604		
Hardware support	R-9BC-6x1	R-BC-501	R-9MC-501
	R-9BC-6x2	R-BC-502	R-9MC-504
	R-9BC-6x3	R-BC-503	R-9MW-501
	R-9BC-6x4	R-BC-504	R-9MW-502
	R-9BW-6x1	R-BW-501	R-9MW-503
	R-9BW-6x2	R-BW-502	R-9MW-504
	R-9BW-6x3	R-BW-503	
	R-9BW-6x4	R-BW-504	
	R-9CU-CON		
Software update subscription (SUS) and response center support	R-9UH-6A1		
	R-9UH-6A3		
	R-UVF-I3070TD-PS		

## In-Circuit Test (Medalist 3070, i3070 and i5000 ICT systems) – ICT Max and Flex Services

ICT Max and Flex support are ICT support offerings. From Keysight's i3070 Series 5 onwards, all new warranty will be offered based on the MAX support scheme. The product model used to represent your test system has been simplified to just the system test head parent model and module cards. If customized support is required, you can use the support product number (SPN) to determine the hardware coverage for the number of modules activated and the service level for your support needs.

### Features of ICT Max and Flex Services

Simplicity or flexibility? You choose

1. Choose Max for complete service coverage, with the right service level you need
2. Choose Flex if you want flexibility to pick the necessary options for sufficient coverage:
  - a. Includes support of test head and system controller
  - b. Options for limited or unlimited coverage for the module cards
  - c. Options for standard, upgrade support, or extended post end-of-support
  - d. Options for on-site system or ASRU calibration service
  - e. Option for system software update subscription (SUS)
  - f. Option to include consumables and accessories
3. Optional test development workstation (TDW) software update subscription

## Comparing ICT Max and Flex

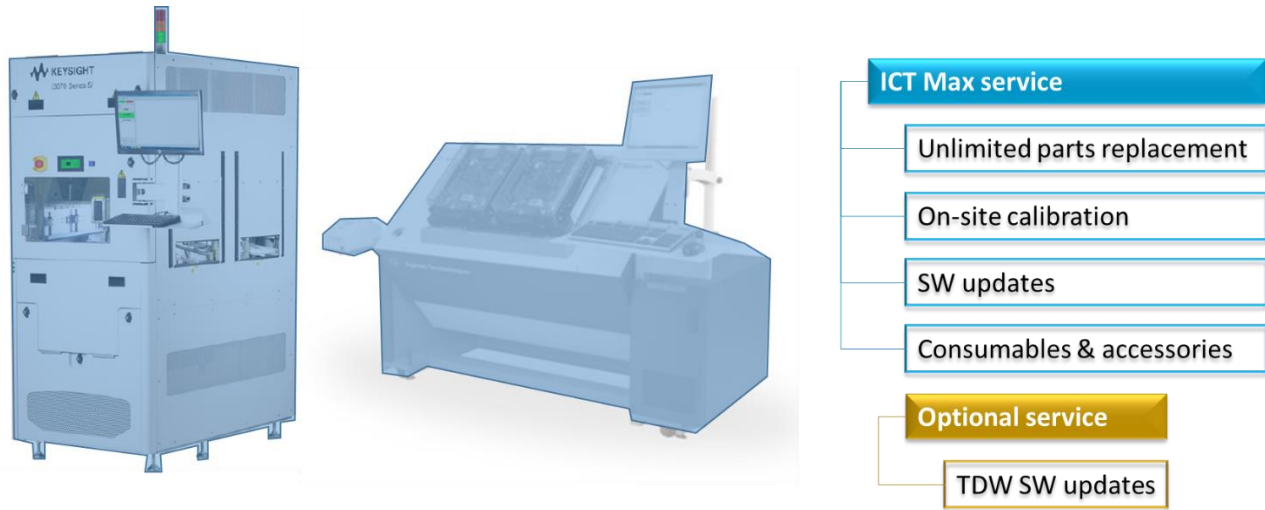
Service deliverables	ICT Max	ICT Flex
System hardware support with part replenishment	Yes	Yes
PC support	Included	Included
PC obsolesce protection	Included	Included
On-site system calibration service	Included 2x per year	Optional
Annual system calibration license	Included	Included
Advanced DGN license	Included	Included
System SUS	Included	Optional
TDW SUS	Optional	Optional
Consumable/accessories	Included	Optional
Support for module cards: Pin, Control and ASRU cards	All module cards are covered	Module cards support is optional
Combined with limited part agreements: PXA or RTK	No	Yes
Post EOS support or upgraded SPN available	No	Yes
Customize support SPN available	No	Yes

## ICT Max and Flex hardware SPN overview

Below is a quick look-up chart showing the new hardware SPN that provide parts replenishment, system calibration licenses, as well as ICT Max on-site calibration service and software update subscription.

R-9B $\alpha$ -6 $\beta$ $\gamma$		
$\alpha$	$\beta$	$\gamma$
<p>C = On-site W = Cooperative</p>	<p>0 = Flex 1 = Max, 1 mod activate, mux 2 = Max, 2 mod activate, mux 3 = Max, 3 mod activate, mux 4 = Max, 4 mod activate, mux 5 = Max, 1 mod activate, un-mux 6 = Max, 2 mod activate, un-mux 7 = Max, 3 mod activate, un-mux 8 = Max, 4 mod activate, un-mux</p>	<p>On-site: 1 = On-site 8 x 5 next day 2 = On-site 12 x 5<sup>1</sup> same day 3 = On-site 24 x 7<sup>2</sup> same day 4 = On-site three business days</p> <p>Cooperative: 1 = Cooperative 8 x 5 2 = Cooperative 24 x 7<sup>3</sup> 3 = Cooperative value 8 x 5 4 = Cooperative value 24 x 7<sup>3</sup></p> <p><sup>1,2,3</sup> This option is subjected to availability depending on resources and geography. 1 7am to 7pm customer local time. Engineer available on-site within 4 hours. 2 Engineer available on-site within 4 hours. 3 During off-time local business hours, the phone assistance will be in English language.</p>

## ICT Max Services



All ICT Max support SPN include unlimited parts replenishment for the whole system, including test head, system PC controller, module cards, consumables and accessories, as well as twice per year on-site system calibration service and annual system software updates subscription. The response center phone support is included and can be either 8x5 or 24x7<sup>1</sup>, depending on the service level specified by the SPN.

The PC controller is protected under PC obsolescence protection. This means that your PC controller will always be supported and never be down without a working replacement part. For example, in the event a defective PC controller part is obsolete and does not have a direct replacement part, a refurbished or new part of a newer PC controller may be used to provide you with the system uptime.

On-site system calibration service is included, for more details please refer to SPN R-9AS-601.

Software update subscription is included, for more details please refer to SPN R-9UH-6A1 or R-9UH-6A3.

A complete list of ICT Max SPNs with the corresponding support offerings and deliverables is provided in the following tables for both muxed and un-muxed systems. Only one ICT Max SPN is required to provide comprehensive support coverage. This depends on the actual number of modules activated in that system. The support options available are on-site and cooperative support. Cooperative value support is not offered under ICT Max offering.

TDW software subscription is not included under ICT Max SPN. If required, please add SPN R-UVF-i3070TD-PS to your support agreement separately.

<sup>1</sup> This option is subjected to availability depending on resources and geography. During off-time local business hours, the phone assistance will be in English language.

## Summary of ICT Max Services

SPN		Hardware support coverage	Phone support coverage	On-site	Parts	System Cal	System SUS	TDW SUS	Consumable/ Accessories	Module activated
Muxed	Un-Muxed									
R-9BC-611	R-9BC-651	On-site 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	1
R-9BC-612	R-9BC-652	On-site 12x5 same day <sup>2</sup>	12x5 phone support <sup>4</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	1
R-9BC-613	R-9BC-653	On-site 24x7 same day <sup>3</sup>	24x7 phone support <sup>5</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	1
R-9BC-614	R-9BC-654	On-site 3 business days	8x5 phone support	Y	3 biz days	Y	Y	N	Y	1
R-9BW-611	R-9BW-651	Coop 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	1
R-9BW-612	R-9BW-652	Coop 8x5 next day	24x7 phone support <sup>5</sup>	Y	Next day	Y	Y	N	Y	1
R-9BC-621	R-9BC-661	On-site 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	2
R-9BC-622	R-9BC-662	On-site 12x5 same day <sup>2</sup>	12x5 phone support <sup>4</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	2
R-9BC-623	R-9BC-663	On-site 24x7 same day <sup>3</sup>	24x7 phone support <sup>5</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	2
R-9BC-624	R-9BC-664	On-site 3 business days	8x5 phone support	Y	3 biz days	Y	Y	N	Y	2
R-9BW-621	R-9BW-661	Coop 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	2
R-9BW-622	R-9BW-662	Coop 8x5 next day	24x7 phone support <sup>5</sup>	Y	Next day	Y	Y	N	Y	2
R-9BC-631	R-9BC-671	On-site 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	3
R-9BC-632	R-9BC-672	On-site 12x5 same day <sup>2</sup>	12x5 phone support <sup>4</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	3
R-9BC-633	R-9BC-673	On-site 24x7 same day <sup>3</sup>	24x7 phone support <sup>5</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	3
R-9BC-634	R-9BC-674	On-site 3 business days	8x5 phone support	Y	3 biz days	Y	Y	N	Y	3
R-9BW-631	R-9BW-671	Coop 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	3
R-9BW-632	R-9BW-672	Coop 8x5 next day	24x7 phone support <sup>5</sup>	Y	Next day	Y	Y	N	Y	3
R-9BC-641	R-9BC-681	On-site 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	4
R-9BC-642	R-9BC-682	On-site 12x5 same day <sup>2</sup>	12x5 phone support <sup>4</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	4
R-9BC-643	R-9BC-683	On-site 24x7 same day <sup>3</sup>	24x7 phone support <sup>5</sup>	Y	4 hours <sup>1</sup>	Y	Y	N	Y	4
R-9BC-644	R-9BC-684	On-site 3 business days	8x5 phone support	Y	3 biz days	Y	Y	N	Y	4
R-9BW-641	R-9BW-681	Coop 8x5 next day	8x5 phone support	Y	Next day	Y	Y	N	Y	4
R-9BW-642	R-9BW-682	Coop 8x5 next day	24x7 phone support <sup>5</sup>	Y	Next day	Y	Y	N	Y	4

<sup>1,2,3,4,5</sup> This option is subjected to availability depending on resources and geography.

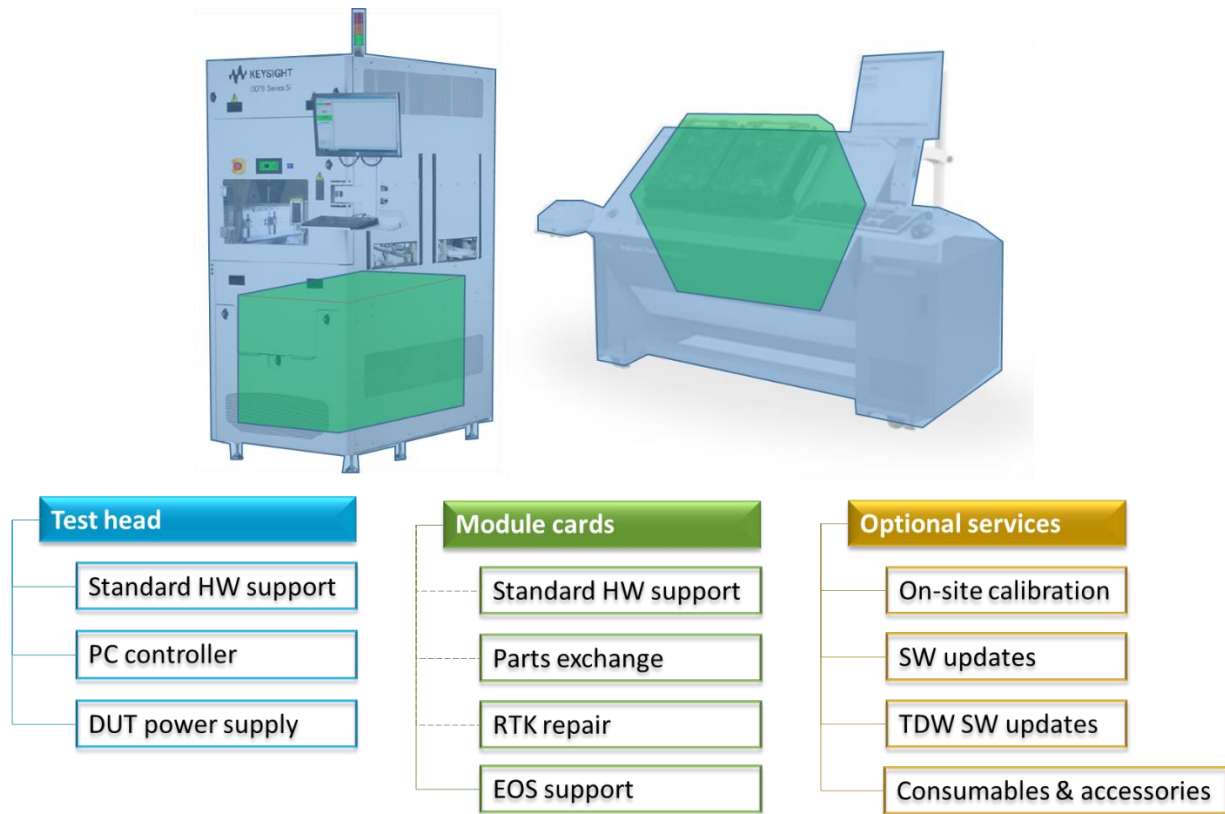
<sup>2</sup> 7am to 7pm customer local time. Request placed before 12pm local time, engineer available on-site 4 hours, otherwise, engineer will be on-site next business day.

<sup>3</sup> Engineer available on-site within 4 hours

<sup>4</sup> 7am to 7pm customer local time. During off-time local business hours, the phone assistance will be in English language.

<sup>5</sup> During off-time local business hours, the phone assistance will be in English language.

## ICT Flex Services



All ICT Flex support SPNs can be applied on either the system test head (inclusive of system PC controller) or module cards, or both, to provide the necessary uptime support services that can be customized to your specific needs. The standard ICT Flex services are SPNs that begin with the prefix R-9BC or R-9BW. This SPN provide hardware support with unlimited parts replenishment for the system and module cards product which have active support life. You may verify the EOS date by specifying the product number at this website:

<http://www.keysight.com/find/EOS>.

The standard ICT Flex support for the system test head comes with a nontransferable annual license-to-use of system calibration software. With this system calibration software, the customer can perform the system calibration or ASRU calibration to bring the system back to its specified measurement accuracy. Customers who prefer Keysight to perform the on-site service for system calibration or ASRU calibration, may opt for one of the following SPN: R-9AS-601, R-9AS-602, R-9AS-603, or R-9AS-604.

Customers who need to maintain the latest software release, can choose either or both system software update and TDW software update subscriptions: R-9UH-6A1, R-9UH-6A3 or R-UVF-I3070TD-PS.

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 unlimited replenishment of consumables parts and accessories replacement.

For module cards, customers have the options to select from either standard ICT Flex hardware support which provides unlimited part replacement, or limited parts, like parts exchange or RTK repair agreement.



## Summary of ICT Flex Services

SPN		Hardware support coverage	Phone support coverage	On-site	Parts	Sys Cal	System SUS	TDW SUS	Consumable /Accessories
Test head	Module cards								
R-9BC-601	R-9BC-601	On-site 8x5 next day	8x5 phone support	Y	Next day	N	N	N	N
R-9BC-602	R-9BC-602	On-site 12x5 same day <sup>2</sup>	12x5 phone support <sup>4</sup>	Y	4 hours <sup>1</sup>	N	N	N	N
R-9BC-603	R-9BC-603	On-site 24x7 same day <sup>3</sup>	24x7 phone support <sup>5</sup>	Y	4 hours <sup>1</sup>	N	N	N	N
R-9BC-604	R-9BC-604	On-site three business days	8x5 phone support	Y	3 biz days	N	N	N	N
R-9BW-601	R-9BW-601	Coop 8x5 next day	8x5 phone support	Y	Next day	N	N	N	N
R-9BW-602	R-9BW-602	Coop 8x5 next day	24x7 phone support <sup>5</sup>	Y	Next day	N	N	N	N
R-9BW-603	R-9BW-603	Coop Value 8x5	8x5 phone support	N	Next day	N	N	N	N
R-9BW-604	R-9BW-604	Coop Value 8x5	24x7 phone support <sup>5</sup>	N	Next day	N	N	N	N

<sup>1,2,3,4,5</sup> This option is subjected to availability depending on resources and geography.

<sup>2</sup> 7am to 7pm customer local time. Request placed before 12pm local time, engineer available on-site 4 hours, otherwise, engineer will be on-site next business day.

<sup>3</sup> Engineer available on-site within 4 hours.

<sup>4</sup> 7am to 7pm customer local time. During off-time local business hours, the phone assistance will be in English language.

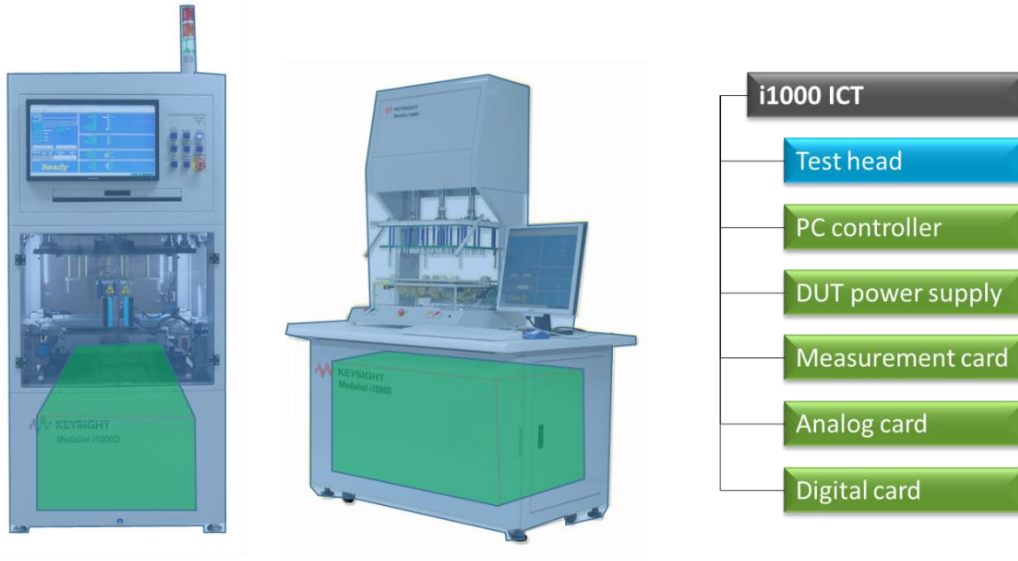
<sup>5</sup> During off-time local business hours, the phone assistance will be in English language.

## Summary of other Optional Services

SPN	Description
R-9AS-601	On-site ICT system calibration agreement, 2x per year
R-9AS-602	On-site ASRU calibration agreement, 2x per year
R-9AS-603	On-site ICT system calibration agreement, 1x per year
R-9AS-604	On-site ASRU calibration agreement, 1x per year
R-9AS-606	On-site ICT DUT power supply calibration agreement, 1x per year
R-9UH-6A1	SW Updates Subscription; License to Use; 8x5 SW Phone Support for ICT Muxed System
R-9UH-6A3	SW Updates Subscription; License to Use; 8x5 SW Phone Support for ICT UnMuxed System
R-UVF-I3070TD-PS	SW Updates Subscription; License to Use; 8x5 SW Phone Support for i3070 Test Development SW
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 breakdown into individual major components. Customer has the flexibility to choose the type and level of support required.



## Summary of 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	N	N	N	N
R-9BC-502	On-site 12x5 same day <sup>2</sup>	12x5 phone support <sup>4</sup>	Y	4 hours <sup>1</sup>	N	N	N	N
R-9BC-503	On-site 24x7 same day <sup>3</sup>	24x7 phone support <sup>5</sup>	Y	4 hours <sup>1</sup>	N	N	N	N
R-9BC-504	On-site three business days	8x5 phone support	Y	3 biz days	N	N	N	N
R-9BW-501	Coop 8x5 next day	8x5 phone support	Y	Next day	N	N	N	N
R-9BW-502	Coop 8x5 next day	24x7 phone support <sup>5</sup>	Y	Next day	N	N	N	N
R-9BW-503	Coop Value 8x5	8x5 phone support	N	Next day	N	N	N	N
R-9BW-504	Coop Value 8x5	24x7 phone support <sup>5</sup>	N	Next day	N	N	N	N

<sup>1,2,3,4,5</sup> This option is subjected to availability depending on resources and geography.

<sup>2</sup> 7am to 7pm customer local time. Request placed before 12pm local time, engineer available on-site 4 hours, otherwise, engineer will be on-site next business day.

<sup>3</sup> Engineer available on-site within 4 hours.

<sup>4</sup> 7am to 7pm customer local time. During off-time local business hours, the phone assistance will be in English language.

<sup>5</sup> During off-time local business hours, the phone assistance will be in English language.

## Summary of other 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 custom due to different combination of instruments. Talk to your Keysight support representative for a support solution that meets your operation 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 <sup>2</sup>	System SUS	TDW SUS	Consumable /Accessories
R-9MC-501	On-site 8x5 next day	8x5 phone support	Y	Next day	N	N	N	N
R-9MC-504	On-site three business days	8x5 phone support	Y	3 biz days	N	N	N	N
R-9MW-501	Coop 8x5 next day	8x5 phone support	Y	Next day	N	N	N	N
R-9MW-502	Coop 8x5 next day	24x7 phone support <sup>1</sup>	Y	Next day	N	N	N	N
R-9MW-503	Coop Value 8x5	8x5 phone support	N	Next day	N	N	N	N
R-9MW-504	Coop Value 8x5	24x7 phone support <sup>1</sup>	N	Next day	N	N	N	N

<sup>1</sup> This option is subjected to availability depending on resources and geography. During off-time local business hours, the phone assistance will be in English language.

<sup>2</sup> Calibration of instruments will be return to Keysight model.

## Conclusion

Our uptime repair and system calibration services will get your system performing like new, when promised. You will get full value out of your Keysight system 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 will 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 nearest Keysight office, or visit [www.keysight.com/find/systemsupport](http://www.keysight.com/find/systemsupport).

Keysight also offers industry-leading in-circuit and functional test solutions to meet your electronics manufacturing test needs.

Please visit our website for the latest product updates on the following:

Keysight In-Circuit Test:

[www.keysight.com/find/ict](http://www.keysight.com/find/ict)

Keysight Limited Access Test Suite:

[www.keysight.com/see/limitedaccess](http://www.keysight.com/see/limitedaccess)

Keysight Electronics Automotive Functional Test:

[www.keysight.com/find/autofct](http://www.keysight.com/find/autofct)

Learn more at: [www.keysight.com](http://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](http://www.keysight.com/find/contactus)

