

# KeysightCare Instrument and Software Selection Matrix

Accelerate the 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 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.

## Flexibility

KeysightCare goes beyond basic warranty, offering five tiers of support to address your unique needs. Whether it's receiving accelerated response times, keeping your equipment operating like it did the day you purchased it, or getting access to experts, there is a KeysightCare offer that's right for you.



**Integrated and proactive support scaled to meet your specific needs:**

- hardware
- software
- technical support

**Improve time to market and reduce costly unplanned downtime and project delays:**

- repair and calibration coverage
- committed response and turnaround times
- faster time to resolution
- access to experts and 24/7 Knowledge Center
- software updates and notifications



## Service Description

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

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

1. Only available in select countries. Please contact your local Keysight representative.
2. KeysightCare Software Agreement is required for software support. 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 options up to an accredited calibration, based on country and model availability. Standards lab calibrations and custom calibrations are not included.
4. Repair and calibration turnaround times do not include shipping or customs processing.

KeysightCare is a priority-one connection between our resources and your teams. We help you remove barriers to success with committed, accessible, and proactive engagement.

KeysightCare delivers an industry-leading integrated support experience that combines hardware, software, and technical support services scaled to your unique business needs. Our premium experience offers five tiers of support, each designed to meet your business needs with committed response times.

Keep your engineers on top of ever-changing technologies with access to Keysight technical experts and the Knowledge Center available 24/7.

Lower the risk of project delays and engineer idle time with committed, priority response times for technical support and accelerated, committed turnaround times for repair and calibration.

Gain peace of mind amid evolving technologies with proactive software updates, enhancements, and fixes.

Accelerate the win with KeysightCare.

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)

