

# Keysight Repair Service

Quickly and expertly restore your equipment to full functionality

## Fast, professional service gives you more uptime and like-new equipment

- Repair equipment right the first time
- Take advantage of our unmatched knowledge of how to service the equipment we build
- Increase uptime with turnaround typically less than 15 days
- Speed up service with 42,000+ genuine Keysight parts in stock
- Benefit from Keysight's monitoring and improvements in quality and reliability throughout your product's life
- Leverage our ongoing investment in new technology and processes with innovations such as automated diagnosis and verification



## Gain measurement confidence from equipment operating at its peak

- Feel confident in measurement integrity with like-new equipment restored to original functionality and specifications
- Rely on highly trained technicians with access to factory experts, automated calibration procedures, diagnostic procedures, verification software, test fixtures, firmware upgrades, replacement parts and service notes
- Receive full calibrations plus cal certificates and test data (in Americas and Europe)
- Reduce risk with a best-in-class engineering laboratory that employs the latest electrostatic discharge techniques, anti-virus software checks and grounding continuity safety tests
- Benefit from Keysight's commitment to monitor and improve quality throughout an instrument's lifecycle and consistent worldwide service

## Lower your cost of ownership with Keysight expertise

- Share in expert technical and service knowledge that helps you operate equipment for a greater return on investment
- Access service staff at more than 50 service centers around the globe who speak your language and understand your repair and calibration problems
- Leverage Infoline Web Services to manage your equipment more effectively with in-depth product and service information and online transaction capabilities

## Ordering options for repair

Option	Duration	Part number	Benefit	Turnaround time
Warranty assurance plans	5 years	R-51B-001-5Z	Lowest cost, most efficient way to get repair coverage at time of purchase for some products	Less than 15 business days
	7 years	R-51B-001-7Z		
	10 years	R-51B-001-10Z	One-time six-month plan extension in the event repair is needed and one ESD/EOS <sup>1</sup> failure covered	
Service agreement	1 year	R-51B-501	Cost-effective approach for continuous repair coverage	Less than 15 business days
Per incident	N/A	R-51D-501	Flexible pay-as-you need option	Less than 20 business days plus 10 to 30 days for your company to approve the purchase order

1. Electrostatic discharge (ESD) or electrical overload stress (EOS).

## Service description

- Equipment restored to full functionality and original specifications
- All labor, materials and genuine Keysight parts included
- Full calibration plus cal certificate and test data for standards traceability (Americas and Europe)
- Safety tests to make sure equipment is properly grounded
- Engineered security protocols to assure equipment is free of viruses and other computer-based threats
- Procedures to protect returned units and replacement parts from electrostatic discharge
- Additional services to guard against failure and extend useful life: cleaning, adjusting, lubricating, inspecting and testing
- Return shipment included with repair warranty extension or agreement

## Standard warranty on the repair

- 90-day warranty on repair, including parts and labor
- Re-repair and re-calibration within 90 days at no charge, including freight charges both ways

## KEYSIGHT SERVICES

Accelerate Technology Adoption. *Lower costs.*

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

Keysight Services helps you improve productivity and product quality with our comprehensive service offerings of one-stop calibration, repair, asset management, technology refresh, consulting, training, and more.