

Keysight Repair Service

Send your equipment to us and we'll quickly and expertly restore it to full functionality

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

- Get equipment repaired 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
- Enjoy a customer experience that consistently improves, according to Keysight's ongoing customer satisfaction survey scores
- Leverage our ongoing investment in new technology and processes that advance upgrade repair service with innovations such as automated diagnosis and verification

Measurement confidence comes from equipment operating at its peak

- Feel confident in measurement integrity with like-new equipment restored to original functionality and specs
- 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
- 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

Shared expertise lowers your cost of ownership

- Share in expert technical and service knowledge that helps you operate equipment for a greater return on investment
- Access service staff at more than 30 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



Unlocking Measurement Insights

Ordering Options for Repair

Option	Duration	Part number	Benefit	Turnaround time
Warranty extension ¹	5 years	R-51B-001-5C	Lowest cost, most efficient way to get repair coverage at time of product purchase	Less than 15 business days
Service agreement ¹	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. Emergency response service available to reduce turnaround time

Service Description

- Equipment restored to full functionality
- All labor, materials and genuine Keysight parts included
- 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

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

Keysight Services

www.Keysight.com/find/KeysightServices

Flexible service solutions to minimize downtime and reduce the lifetime cost of ownership

Expert Assistance

www.Keysight.com/find/Assist

View Keysight global service locations and local contacts



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