

# KeysightCare

## Accelerate the Win

Technology continues to grow in complexity and that means small issues can escalate into big problems rather quickly. That's where KeysightCare comes in and removes obstacles to your success by providing dedicated technical service and support to minimize downtime with committed turnaround times for repair and calibration. Solve your measurement challenges fast with access to application and technical support experts that are committed to responding within a specified time. Activate KeysightCare to solve problems and accelerate your win.

### **KeysightCare service and support provides complete customer care including:**

- Multiple tiers of service designed to fit your business needs
- Access to technical experts with committed response times
- Access to a 24/7 Knowledge Center
- Application software updates and enhancements
- Firmware and application software update notifications
- Repair and calibration coverage with committed turnaround times

### **Save time and get your product to market quicker with KeysightCare:**

- Faster, predictable access to technical experts
- Faster resolution of technical support issues
- Committed turnaround time on repair and calibration services

## Change the game with committed service and support

Increase the productivity of your engineering teams with access to highly skilled technical experts, productivity tools, and an online Knowledge Center to help you stay on top of fast-changing technologies and standards. Design and test equipment are changing as quickly as the products you are creating. KeysightCare ensures your hardware and application software stay current, giving you an edge to get to market faster.

## Get to market faster with calibration services

Improve the predictability of your products through scheduled equipment calibrations. With KeysightCare, you will have one less thing to worry about. Our global team of support specialists understands your unique test configurations, adjusts out-of-tolerance conditions, and verifies the performance of every option, and every specification, every time.

## Timely application software updates to protect your investment

KeysightCare delivers product updates and enhancements to ensure your team receives the latest technologies for improved performance and precision. Receive proactive notifications of the latest application software, and firmware updates. Boost your team's effectiveness with direct access to our skilled technical experts and 24/7 online Keysight Support and Knowledge Center.

## More effective engineering with a committed response time

Get support and answers when you need them. Our service-level agreements prioritize your issues to your selected response times, while the [Keysight Support](#) portal lets you track your support cases and access technical documents and videos from the Knowledge Center.

## Flexibility

Whether your organization's 24/7 innovations are in 5G, 6G, automotive, aerospace defense, or other applications, you need to depend on superior test assets and resources to produce successful results. KeysightCare goes beyond basic warranty to offer multiple tiers of support to address your unique application needs. Whether receiving accelerated response times, keeping your equipment operating like the day you purchased it, or gaining access to experts is most important to you, there is a tier of KeysightCare that is right for you. Every support tier includes access to Keysight experts skilled at using the instruments and application software you are using and the technical challenges you face. You can also access [Keysight Support](#) and the Knowledge Center to find answers, manage cases and make service requests.

Additionally, purchasing multi-year KeysightCare upfront eliminates the need for lengthy and tedious paperwork and yearly requests for maintenance budgets. Plus, you benefit from secured service for 2, 3, or 5 years.

## Application Software licensing options provide flexibility and support

Flexible licensing options allow you to balance your project's requirements. Your application software may require consistent software operation over a full program lifecycle or may require frequent updates to maintain pace with fast-moving leading-edge applications. Keysight licensing has flexible license terms and types to address your application needs. KeysightCare provides selectable application software support as well.

License term	Options
Perpetual	Use perpetual licenses indefinitely. KeysightCare Application Software Support is available for 1-, 2-, 3- or 5-year subscriptions, and is renewable.
Subscription	Use subscription licenses through the term of the subscription (6-month or 1-, 2-, or 3-year). KeysightCare Application Software Support is available through the license term.
License type	Descriptions
Node locked	Use node locked licenses on one specific instrument/computer.
Transportable	Use a transportable license with one instrument/computer at a time. Users can transfer the license to another instrument using Keysight Software Manager (internet connection required).
USB Portable	Use a USB portable license on one instrument/computer at a time. Users can transfer the license to another instrument using a certified USB dongle (available for additional purchase, Keysight part number E8900-D10).
Floating	Networked instruments/computers can access a license from a server one at a time. Purchase multiple licenses for concurrent usage. Three types of floating license are available: <b>Single Site</b> : 1-mile radius from the server; <b>Single Region</b> <sup>1</sup> : Americas; Europe; Asia; <b>Worldwide</b> (export restriction identified in End User License Agreement (EULA))

1. Americas (North, Central, and South America, Canada); Europe (European Continent, Middle Eastern Europe, Africa, India); Asia (North and South Asia Pacific Countries, China, Taiwan, Japan)

For more information see [Software Terms, Types, and KeysightCare Application Software Support Subscriptions flyer](#).

# Service Definitions

Service term	Definition										
KeysightCare Tiers	KeysightCare offers multiple service agreement tiers: Technical Support, Assured, Enhanced, and Application Software Support. See the exact service level commitments for repair, calibration, and technical support in the table below.										
Entitlement	KeysightCare entitlement is typically linked to a serialized asset and provides unlimited users of the company that owns the Keysight asset (hardware or application software) support services as defined in KeysightCares's multiple tiers.										
Technical Support	Customers with an entitled KeysightCare asset or application software can access <a href="#">Keysight Support</a> at <a href="https://support.keysight.com">support.keysight.com</a> , using your company domain email address, to open a support case. Remote technical support is also provided by telephone and/or email <sup>1</sup> found at <a href="#">Contact KeysightCare Support</a> .										
Response time	<p>Response times apply to the technical support provided by the global <b>KeysightCare Technical and Application Support team (K-TAS)</b>. Time is in the local country's K-TAS business hours. Measured response time starts with the initial customer contact and a meaningful response from the K-TAS team. The customer should provide their asset's serial number or application software's host ID so the correct level of support can be obtained. The first contact and response come from a technical expert, who is knowledgeable in the product or technology area, skilled at debugging and diagnosis, and remains diligently focused on the case through closure. See <a href="#">Business hours</a> for regional details.</p> <table border="1"> <thead> <tr> <th></th> <th>KeysightCare Technical Support</th> <th>KeysightCare Assured</th> <th>KeysightCare Enhanced</th> <th>KeysightCare Application Software Support</th> </tr> </thead> <tbody> <tr> <td>Technical support response times</td> <td>≤ 2 business days</td> <td>≤ 4 business hours</td> <td>≤ 2 business hours</td> <td>≤ 4 business hours</td> </tr> </tbody> </table>		KeysightCare Technical Support	KeysightCare Assured	KeysightCare Enhanced	KeysightCare Application Software Support	Technical support response times	≤ 2 business days	≤ 4 business hours	≤ 2 business hours	≤ 4 business hours
	KeysightCare Technical Support	KeysightCare Assured	KeysightCare Enhanced	KeysightCare Application Software Support							
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Keysight Support portal	Go to <a href="#">Keysight Support</a> at <a href="https://support.keysight.com">support.keysight.com</a> to access support and service resources related to your assets. The portal provides online access for you to submit service requests, browse the Knowledge Center's content 24x7, and check the progress of submitted cases and requests.										
Application software updates	Application software updates are only available through KeysightCare Application Software Support. Security fixes and bug fixes may be addressed without a KeysightCare agreement and are always included with valid <a href="#">KeysightCare Application Software Support</a> agreements. Keysight provides software release update notifications to customers for all KeysightCare entitled application software.										
Firmware updates	Keysight provides firmware release update notifications to customers for all KeysightCare Assured and Enhanced entitled instruments registered with Keysight Support.										
Repair	KeysightCare Assured and Enhanced include repair. A complimentary calibration is provided after repair service based on country and model availability.										
Calibration	Calibration is a periodic verification of a test instrument to ensure performance is in accordance with specifications. KeysightCare Enhanced includes calibration, based on the asset's recommended calibration interval. Select any of the Keysight calibration options up to an accredited calibration, based on country and model availability. Calibrations not included are standards lab calibration and custom calibration.										
Turnaround times (TAT)	Turnaround times (TAT) apply to repair, and calibration services. KeysightCare service requests are prioritized and performed within the committed TAT of the KeysightCare service tier. The committed TAT applies to the actual calibration site that is performing the work										

(servicing entity). Repair and calibration TAT do not include shipping, customs processing, or trans-shipment to a servicing entity.

Language coverage for technical support

Technical Support Region	Language
Americas	English
Europe, Middle East, Africa, India (EMEA)	English
Greater China	Chinese Simplified, Chinese Traditional, English
Japan	Japanese, English
Korea and South Asia Pacific	English, Korean

## Service Definition Tool

Refer to the [KeysightCare Service Definition Tool](#) to check by model number if KeysightCare is available for an instrument or application software, including the specific service level agreement.

# Service Description Summary

Support Agreement Description	Warranty	KeysightCare Technical Support	KeysightCare Assured <sup>5</sup>	KeysightCare Enhanced <sup>1</sup>	KeysightCare Application Software Support
Keysight Support Portal					
Access to technical and application support experts		•	•	•	•
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>					
Features, enhancements, and maintenance releases					•
Proactive application software release notifications					•

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

1. Only available in select countries. Please contact your local Keysight representative.
2. Application software support requires a KeysightCare Application Software Support Agreement. If both hardware and application 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 calibration and custom calibration are not included.
4. Repair and calibration turnaround times do not include shipping, trans-shipping, or customs processing. In those cases where Keysight does not meet the committed turnaround times for repair and calibration, remediation is available. Keysight provides a 25% discount, applied against the next sequential KeysightCare renewal period on the same asset. It is applicable only to renewals of the same or higher-level service and has no cash value. KeysightCare repair service is followed by a complimentary calibration.
5. 1 year included, 3 or 5 years recommended.

# Keysight Support Portal and Knowledge Center

KeysightCare customers have access to the [Keysight Support](#) portal that includes a prolific knowledge center in addition to frequently asked questions (FAQs). The Knowledge Center has thousands of technical articles and videos with programming examples. These technical articles are based on real test and measurement scenarios, questions, and their resolution, and represent decades of R&D and test expertise.

Customers have access to Keysight Support's self-service features to manage self-support content or talk to live engineers for support. Customers can create cases, view real-time asset repair or calibration status, view case history, and find test solutions using the self-service features in the Keysight Support portal. The case history is visible to both the customer and Keysight, which enables the technical support engineer to provide proactive and personalized support with the application's test and measurement context in mind.

Within the Keysight Support portal, KeysightCare Technical Support, Assured, Enhanced, and Application Software Support entitlements are linked to an asset by its serial number (hardware) or host ID (application software). Learn more about the value of the Keysight Support portal in this [2-minute video](#). Register or log in to Keysight Support at [support.keysight.com](https://support.keysight.com).

## Tier 1: KeysightCare Technical Support

Reduce risk and avoid project delays with technical support coverage for all your Keysight products regardless of use model, warranty period, or discontinuance status. Get personalized technical support that offers a committed response by KeysightCare Technical Support.

### Benefits summary:

- Technical support response within 2 business days
- Online Knowledge Center
- Self-Service Keysight Support

KeysightCare provides annual agreements, rather than per-incident technical support, to ensure consistent access to the resources you need to be successful. KeysightCare Technical Support applies to the hardware instrument with a 2-business day technical response time and access to Keysight Support. For application software support, see KeysightCare Application Software Support. If both hardware and embedded software are under technical support entitlement, the best service level will prevail. As an example, in the case of KeysightCare Application Software Support entitlement used with hardware that has Keysight Technical Support the 4 business hours response time prevails over the 2 business days.

If you need technical support for a specific asset, purchase KeysightCare Technical Support which allows you to receive technical support on each of your assets and receive a less than 2 business day committed response. It does not include repair and calibration or other post-purchase services. For assets that are critical to your business operations, Keysight recommends upgraded KeysightCare offerings such as Assured, Enhanced, and Software Support. Select KeysightCare Technical Support to cover the remaining useful, but less time-critical equipment.

## Tier 2: KeysightCare Assured

Innovative device designs and test systems face continually growing requirements. KeysightCare Assured provides increased support to match your application needs. When your engineers have questions, they need answers fast. KeysightCare Assured is a commitment to respond to your technical needs quickly. When unexpected repairs are necessary, you can count on a committed repair service turnaround time to get you back up and running.

### Benefits summary:

- KeysightCare Technical Support
  - Online Knowledge Center
  - Self-service Keysight Support
- Technical support response within 4 business hours
- ≤10-day instrument repair turnaround time
- Complimentary calibration after repair service based on country and model availability
- Firmware update notifications

Most initial product purchases include KeysightCare Assured providing entitlement for the following 1-year, the same as the warranty. When the initial agreement expires, customers have the option to renew or upgrade their KeysightCare agreement for their specific business needs.

Keysight Premium Used products, that are eligible for KeysightCare, include one year of KeysightCare Assured at the time of purchase. Keysight Used products come with a 90-day warranty and then customers have the option to purchase a KeysightCare Assured service support upgrade and/or extend the warranty.



## Tier 3: KeysightCare Enhanced (Recommended)

When keeping product design, development, and manufacturing on track is your top priority, you need dependable, accurate and repeatable results. In addition to providing faster turnaround times for technical support and committed repairs, KeysightCare Enhanced includes a calibration service of choice based on the equipment's recommended calibration interval. Keysight recommends KeysightCare Enhanced since calibration is critical to your test equipment's accuracy and repeatability. Research has shown that test equipment out of calibration can cause recalls, rejected products, increased returns, or lost yield. Please check out the ABC's of Test Accuracy [eBook](#) for more information.

Keep your project on schedule with this comprehensive, premium offering.

### Benefits summary:

- KeysightCare Assured
  - Online Knowledge Center
  - Self-service Keysight Support
  - Repair Coverage
- Technical support response within 2 business hours
- ≤ 7-day instrument repair turnaround time
- Complimentary calibration after repair service based on country and model availability
- Calibration coverage. See the [selection guide](#) for regional details.
- ≤ 5-day instrument calibration turnaround time.
- Firmware update notifications

KeysightCare Enhanced is available in the following countries:

Region	Countries
Americas	Canada, Mexico, USA
Asia Pacific	Australia, Japan, Malaysia, Singapore, South Korea
EMEA	Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Romania, Spain, Sweden, Switzerland, United Kingdom
Greater China	China, Hong Kong, Taiwan

Calibration options vary by region and country. KeysightCare Enhanced includes calibration based on the model's recommended calibration interval. You can select any of the Keysight calibration options up to an accredited calibration, based on country and model availability. Standards lab calibration and custom calibration are not included. A list of common calibration options includes:

Calibration	Availability
Keysight-Calibration	Worldwide
Keysight-Calibration + Uncertainties	Worldwide, excluding Japan
Keysight-Calibration + Uncertainties + Guard banding	Worldwide, excluding Japan
Accredited Calibration	Worldwide
Z540-1 Calibration	Americas
INMETRO Calibration	Only available in Brazil
KOLAS Calibration	Only available in Korea
NATA Calibration	Only available in Australia
CNAS Calibration	Only available in China
JCSS Calibration	Only available in Japan

## Number of calibrations per agreement length

All KeysightCare entitled instruments ship with a Keysight calibration. Multi-year KeysightCare Enhanced plans include calibration coverage, based on the asset's recommended calibration interval. To learn about which interval applies to your instrument please start [here](#).

	Year:	1	2	3	4	5	2-year plan total	3-year plan total	5-year plan total
Calibration interval	6 months	1	2	2	2	2	3	5	9
	12 months	0	1	1	1	1	1	2	4
	24 months	0	0	1	0	1	N/A	1	2
	36 months	0	0	0	1	0	N/A	N/A	1

Many of Keysight's Windows-based instruments, such as Infiniium oscilloscopes, and PNA analyzers, include the PathWave Calibration Advisor (PCA), a built-in software application that keeps track of and manages calibration intervals, including due dates, reminders, and certificates. PCA connects and works with the Keysight Support portal for easy repair or calibration case management. See the [PCA Flyer to learn more](#).



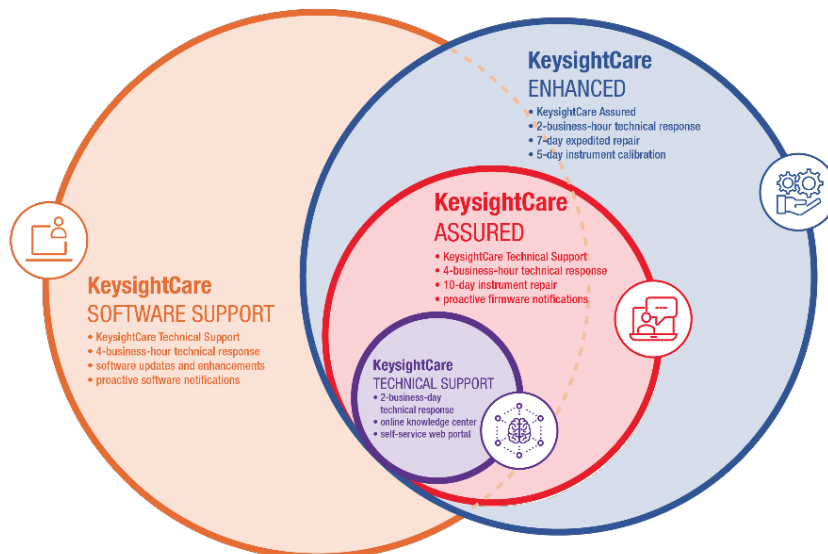
## Tier 4: KeysightCare Application Software Support

Ensure your application software test and design tools are current and include the latest standards with KeysightCare Application Software Support which provides proactive notifications and application software updates. Receive priority access, with a committed timeframe, to application experts who are familiar with Keysight application software and the latest standards. Our experts can advise on techniques to help you stay within the most challenging emerging technology test limits.

### Benefits summary:

- KeysightCare Technical Support
  - Online Knowledge Center
  - Self-Service Keysight Support
- Technical support response within 4 business hours
- Application software updates and enhancements
- Proactive application software notifications

KeysightCare Application Software Support applies to the application software with 4 business hour response time, application software updates and notifications and access to Keysight Support. If both hardware and application software are under technical support entitlement, the best service level will prevail, so in the case of KeysightCare Enhanced this is the 2 business hours over the 4 business hours.



## Agreement Length

Most new mid-range and high-performance instruments include KeysightCare Assured for 1-year in all regions. Most basic instruments include 3-year warranty and 3-year KeysightCare Technical Support. In addition to first year KeysightCare Assured coverage, Keysight instruments sold in China include a 3-year warranty and Keysight instruments sold in Japan include a 5-year warranty.

Keysight recommends that customers purchase a multi-year KeysightCare agreement at the time of instrument or application software purchase. This ensures maximized asset uptime by securing technical support to help mitigate project risk and providing committed turnaround times. Multi-year options include 2-, 3- and 5- years for most hardware instruments and application software.

## Special Cases

Keysight provides committed response times globally from our technical experts for KeysightCare entitled instruments and application software. Additionally, customers can access the Keysight Support portal and Knowledge Center articles 24x7. Repair and calibration services are provided locally where possible. However, there are cases when the instrument must ship to a different service center or factory.

### Nonlocal repair and calibration turnaround times

Committed turnaround times (TAT) apply to repair, and calibration services. KeysightCare service requests are prioritized and performed within the committed TAT of the KeysightCare service tier. The committed TAT applies to the calibration site that is performing the work (servicing entity). Repair and calibration TATs do not include shipping, customs processing, or trans-shipment to the servicing entity within Keysight.

### Return to factory repair

Most Keysight products are repaired in local service centers in the respective country or region. However, there are exceptions based on product complexity and recently introduced instruments. Typically, for a limited transition period, those recently introduced instruments may be repaired in their original R&D or manufacturing location or “returned to factory” (RTF). Refer to the [Service Definition Tool](#) to determine whether a product is maintained locally or returned to the factory (RTF), and if there are any exceptions to the standard committed TAT. When an instrument needs repair, Keysight takes the following steps to ensure customers continue to benefit from KeysightCare priority services:

- KeysightCare entitled assets are prioritized for expedited service in those factory locations.
- Keysight will apply a 90-day extension to the KeysightCare entitlement period for RTF service for those exceptions, where Keysight defines a TAT outside of the standard committed KeysightCare TATs as per the [KeysightCare Service Definition Tool](#).

## Missing a TAT Commitment

In a case where Keysight does not meet the committed turnaround times for repair and calibration, remediation is available. Keysight provides a 25% discount, applied against the next sequential KeysightCare renewal period on the same asset. It is applicable only to renewals of same or higher-level service and has no cash value.

## Leased Instruments

Assets leased from Keysight include warranty and KeysightCare Assured coverage for the lease period.

## KeysightCare Coverage

KeysightCare covers thousands of hardware instruments and application software assets. However, some Keysight products have service and support coverage other than KeysightCare such as the Ixia products, custom solutions, and some upgrade kits. Support coverage for probes and accessories is provided through the connected KeysightCare entitled instrument.

## Winning in Your Markets

KeysightCare is a priority-one connection between our resources and your teams. Through committed, accessible, and proactive engagement, we will help you remove the barriers to success. Activate KeysightCare and accelerate the win no matter what business you are in. To learn more, contact your local Keysight representative or visit us online at: [www.keysightcare.com](http://www.keysightcare.com).

## Ordering details

Most new mid-range and high-performance instruments include KeysightCare Assured for 1-year in all regions. Most basic instruments include 3-year warranty and 3-year KeysightCare Technical Support. In addition to first year KeysightCare Assured coverage, Keysight instruments sold in China include a 3-year warranty and Keysight instruments sold in Japan include a 5-year warranty.

Obtain multi-year KeysightCare upfront to lock in the service pricing of today and operate with a planned spending profile and eliminate the need for yearly requests for maintenance budget. Plus, you benefit from secured service for 2, 3, or 5 years.

Service	Function
<b>KeysightCare Enhanced*</b>	<b>Includes tech support, warranty and calibration</b>
R-55B-001-1	KeysightCare Enhanced – Upgrade 1 year
R-55B-001-2	KeysightCare Enhanced – Extend to 2 years
R-55B-001-3	KeysightCare Enhanced – Extend to 3 years (Recommended)
R-55B-001-5	KeysightCare Enhanced – Extend to 5 years (Recommended)
R-55B-001-3CC	KeysightCare Enhanced – Extend to 3 years (China only) <sup>1</sup>
R-55B-001-5CJ	KeysightCare Enhanced – Extend to 5 years (Japan only)
<b>KeysightCare Assured</b>	<b>Includes tech support and warranty</b>
R-55A-001-2	KeysightCare Assured – Extend to 2 years
R-55A-001-3	KeysightCare Assured – Extend to 3 years
R-55A-001-5	KeysightCare Assured – Extend to 5 years
R-55A-001-3CC	KeysightCare Assured – Extend to 3 years (China only)
R-55A-001-5CC	KeysightCare Assured – Extend to 5 years (China only)
R-55A-001-5CJ	KeysightCare Assured – Extend to 5 years (Japan only)
<b>Start-Up Assistance</b>	
PS-S40-01 or -04	Instrument fundamentals and operations starter
PS-S40-02	Optional, technology & measurement science standard learning

\* R-55B-001-2/3/5 must be ordered with R-55B-001-1.

<sup>1</sup> Contact us for 5 year coverage.

Contact us about adding KeysightCare entitlements to your existing instruments.

Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at [www.keysight.com](http://www.keysight.com).



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