



Agilent PCBA Test and Inspection Solutions

Choose the Services that Best Fit your Needs

Agilent offers several ways for you to purchase Uptime Support Services for your Agilent test and inspection systems. You can lower your overall maintenance costs with a service agreement, or opt for maximum flexibility by choosing per incident services.

Speak with an Agilent representative today to discuss the options that will work best for you. Go to www.agilent.com/find/contactus for contact information of your local Agilent representative.



Purchasing Options

Program	Description	Benefit
Best choice for total peace-of-mind and lower cost		
Upfront service options	<ul style="list-style-type: none"> Extended repair and calibration coverage purchased at the same time as the hardware Available for 3 years Calibration plan provides for all recommended calibrations for duration of coverage 	<ul style="list-style-type: none"> Peace of mind for 3 years that unplanned maintenance costs are covered Lowest cost purchasing option Reduced transaction hassle Price protection for an extended period
System calibration	Calibration service purchased at time of hardware purchase	Same as above
Onsite support	Onsite repair coverage purchased at the time of hardware purchase that provides warranty-like next-day protection	Same as above
Cooperative support	Cooperative support for repair coverage purchased at the time of hardware purchase that provides warranty-like next-day protection	Same as above
Software updates and response center support	Software updates services to provide system license software up to date	Same as above

Continued on back



Agilent Technologies

Purchasing Options

Program	Description	Benefit
Best choice for small to large inventory when fixed known service costs are desired		
Service agreements	<ul style="list-style-type: none"> Warranty-like coverage at a fixed annual cost Onsite support or cooperative support System calibration service Software updates service and response center support Units under agreement are serialized Minimum of 1 year with options to extend coverage for up to 3 years 	<ul style="list-style-type: none"> Predictable budget Lower cost than per incident service Reduced administration costs and turnaround time
Single year agreement	Service agreement for system support, calibration and software update as described above	Same as above
Multi-year discount	Multiple-year service agreement	Same as above but with further cost savings and longer term coverage
Multi-system discount	Multiple system of the same platform at the same location	Same as above but with further discount on annual service agreement
Best choice for system uptime and parts availability		
System spares onsite agreements	<ul style="list-style-type: none"> Provides a dedicated spares part kit at the customer site as a service Supplement the cooperative support and/or onsite support agreement 	<ul style="list-style-type: none"> Achieve ultimate uptime with onsite spares part kit save precious system downtime without waiting for parts delivery Affordable priced distribute operational cost over a period of time Flexible spare parts where content can be fine tuned to better customer changing needs Audit service is included to ensure the integrity of the spares part kit
Limited part agreement*	Provides ICT predefined parts exchange or return-to Agilent repair services, based on quantity purchase and usage is tracked using credits * The Limited part agreement is only available in certain countries. Please check with your local Agilent representative to find out more.	Most cost effective way to acquire Agilent genuine parts
Best choice for medium to large inventory if fixed service costs are not required. Allows for flexibility.		
Volume Service Agreements (SVA)	<ul style="list-style-type: none"> One purchase order needed for the whole year Three levels based on the expected annual level of business Invoiced separately for each service transaction (level 1) Invoiced at the end of each month for the work completed in that month (levels 2 and 3) Additional performance reporting available (level 3 only) 	<ul style="list-style-type: none"> Faster turnaround than per incident work Eligible for discounts Covers as many or as few of your instruments as require service Consolidated invoice shows details and price of every job done in the month (levels 2 and 3)
Best choice for occasional demand where it is not practical to pre-plan for services		
Per incident	<ul style="list-style-type: none"> Service purchased as needed Standard quotation, approval, PO and invoicing procedure for each transaction 	<ul style="list-style-type: none"> Costs incurred only as services are used Flexible coverage



Agilent Email Updates

www.agilent.com/find/emailupdates
Get the latest information on the products and applications you select.

www.agilent.com

www.agilent.com/find/pcb

For more information on Agilent Technologies' products, applications or services, please contact your local Agilent office. The complete list is available at:

www.agilent.com/find/contactus

Product specifications and descriptions in this document subject to change without notice.

© Agilent Technologies, Inc. 2009
Printed in USA, January 12, 2009
5990-3431EN



Agilent Technologies