

Agilent System Uptime Support Product Guide

Data Sheet

Agilent offers a wide range of valuable support products to help ensure that customers get the most out of their in-circuit test, automotive functional test and imaging inspection equipment investment. Agilent uses different support codes, called Support Product Numbers (SPN) for each level of support offered.

This data sheet serves to help customers better understand each support code. The most frequently used codes are listed with a brief description of each support service deliverable. For customers who wish to have the complete terms and conditions of each support service in their quotations, please contact your local Agilent sales and support representative.



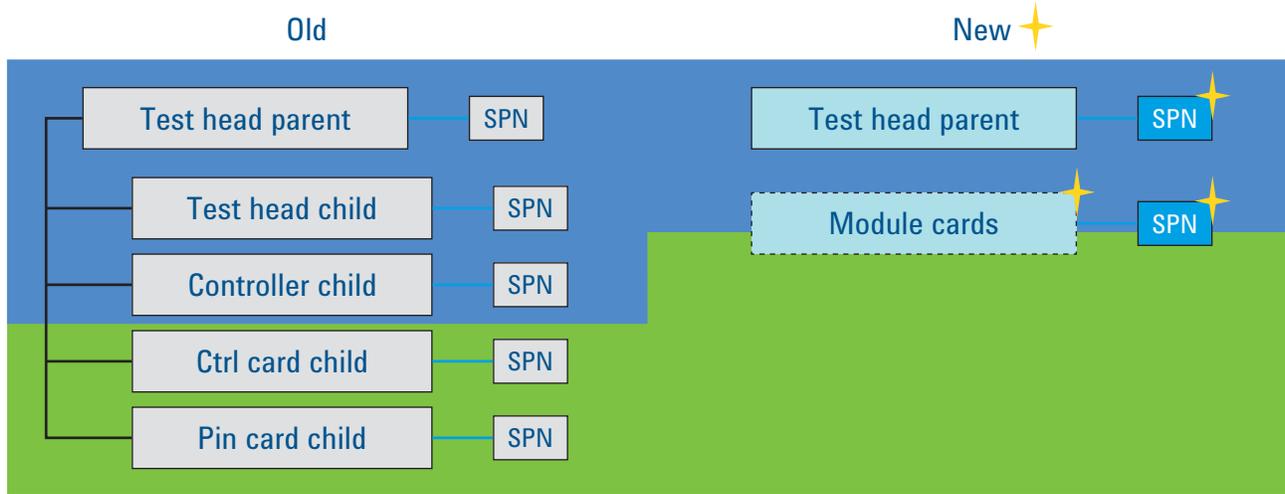
Services Overview

The table below provides an overview using the SPN on the available support services that Agilent offers for in-circuit test (ICT), automated optical inspection (AOI), automated x-ray inspection (AXI) and automotive functional test systems.

Table 1. Overview of available support services and their corresponding SPNs.

Type of services	ICT - New	ICT - Retired	AOI	AXI	Automotive
Calibration service	R-9AS-601	R-9AS-501			
	R-9AS-602	R-9AS-503			
	R-9AS-603				
	R-9AS-604				
Hardware support	R-9BC-6x1	R-9BC-501	R-9KW-501	R-9FC-611	R-9MC-501
	R-9BC-6x2	R-9BC-502	R-9KW-502	R-9FC-612	R-9MC-504
	R-9BC-6x3	R-9BC-503		R-9FC-613	R-9MW-501
	R-9BC-6x4	R-9BC-504		R-9FC-614	R-9MW-502
	R-9BW-6x1	R-9BW-501		R-9FW-611	R-9MW-503
	R-9BW-6x2	R-9BW-502		R-9FW-612	R-9MW-504
	R-9BW-6x3	R-9BW-503		R-9FC-601	
	R-9BW-6x4	R-9BW-504		R-9FC-602	
	R-9CU-CON			R-9FC-603	
				R-9FC-604	
				R-9FW-601	
				R-9FW-602	
				R-9FX-601	
Software updates and response center support	R-9UH-6A1	R-9UH-5A1	R-9LA-501		
	R-9UH-6A3	R-9UH-5A2	R-9LB-501		
	R-UVF-I3070TD-PS	R-9UH-5A3			
	R-UVF-I5000TD	R-9UH-5A4			
Upgrade service and other services	R-9CU-EOS	R-9BD-501			
	R-9CU-UPG	R-9BD-511			
	R-9CU-CON	R-9BD-502			
	R-9CU-ICT	R-9BD-512			
		R-9BD-503			
		R-9BD-513			
		R-9BD-504			
		R-9BD-514			
		R-9BZ-501			
		R-9BZ-511			
		R-9BZ-502			
		R-9BZ-512			
		R-9BZ-503			
		R-9BZ-513			
	R-9BZ-504				
	R-9BZ-514				

In Circuit Test (*Medalist 3070, i3070 and i5000 ICT systems*) – ICT Max and Flex Services



ICT Max and Flex support are new ICT support offerings. From Agilent’s new i3070 Series 5 onwards, all new warranty will be offered based on the MAX support scheme. The product model used to represent your test system has been simplified to just the system test head parent model and module cards, if customized support is required. You can use the service part number (SPN) to determine the hardware coverage for the number of modules activated and the service level for your support needs.

Features of New ICT Max and Flex Services

Simplicity or flexibility? You choose.

1. Choose Max for complete service coverage, with the right service level you need
2. Choose Flex if you want flexibility to pick the necessary options for sufficient coverage:
 - a. Includes support of test head and system controller
 - b. Options for limited or unlimited coverage for the module cards
 - c. Options for standard, upgrade support, or extended post end-of-support
 - d. Options for on-site system or ASRU calibration service
 - e. Option for system software update subscription
 - f. Option to include consumables and accessories
3. Optional test development workstation (TDW) software update subscription

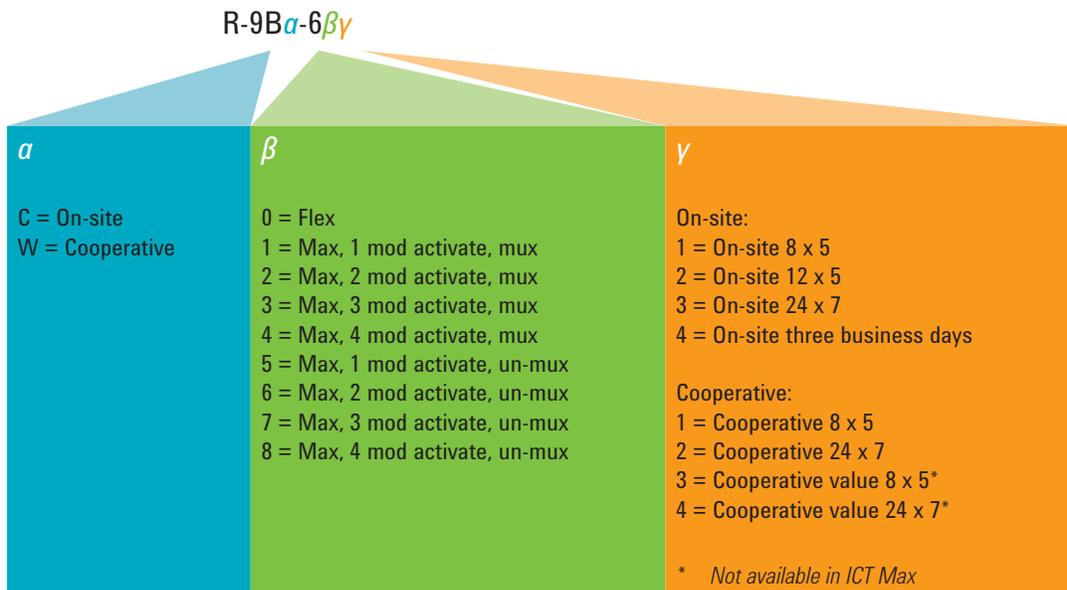
In Circuit Test (*Medalist 3070, i3070 and i5000 ICT systems*) – ICT Max and Flex Services (*continued*)

Comparing ICT Max and Flex

Service deliverables	Retired ICT SPN	ICT Flex	ICT Max
Simplified quotation and ease of understanding	No	Yes	Yes
System hardware support with part replenishment	Yes	Yes	Yes
PC support	Optional	Included	Included
PC obsolesce protection	No	Included	Included
Annual system calibration license	No	Included	Included
System SUS	Optional	Optional	Included
TDW SUS	Optional	Optional	Optional
On-site system calibration service	Optional	Optional	Included 2x per year
Support for modules cards: pin, control and ASRU cards	<ul style="list-style-type: none"> ASRU cards under test head Other cards are optional 	<ul style="list-style-type: none"> Module cards support is optional 	<ul style="list-style-type: none"> All module cards are covered
Combined with limited part agreements: PXA or RTA	Yes	Yes	No
Post EOS support or upgraded SPN available	No	Yes	No
Customize support SPN available	No	Yes	No

ICT Max and Flex hardware SPN overview

Below is a quick look-up chart showing the new hardware SPN that provide parts replenishment, system calibration licenses, as well as ICT Max on-site calibration service and software update subscription.



ICT Max Services



All ICT Max support SPN include unlimited parts replenishment for the whole system, including test head, system PC controller, module cards, consumables and accessories, as well as twice per year on-site system calibration service and annual system software updates subscription. The response center phone support is included and can be either 8 x 5 or 24 x 7, depending on the service level specified by the SPN.

The PC controller is protected under PC obsolescence protection. This means that your PC controller will always be supported and never be down without a working replacement part. For example, in the event a defective PC controller part is obsolete and does not have a direct replacement part, a refurbished or new part of a newer PC controller may be used to provide you with the system uptime.

On-site system calibration service is included, for more details please refer to SPN R-9AS-601.

Software update subscription is included for more details on please refer to SPN R-9UH-6A1 or R-9UH-6A3.

A complete list of ICT Max SPNs with the corresponding support offerings and deliverables is provided in the following tables for both muxed and un-muxed systems. Only one ICT Max SPN is required to provide comprehensive support coverage. This depends on the actual number of modules activated in that system. The support options available are on-site and cooperative support. Cooperative *value* support is not offered under the ICT Max offering.

TDW software subscription is not included under the ICT Max SPN. If required, please add SPN R-UVF-i3070TD-PS to your support agreement separately.

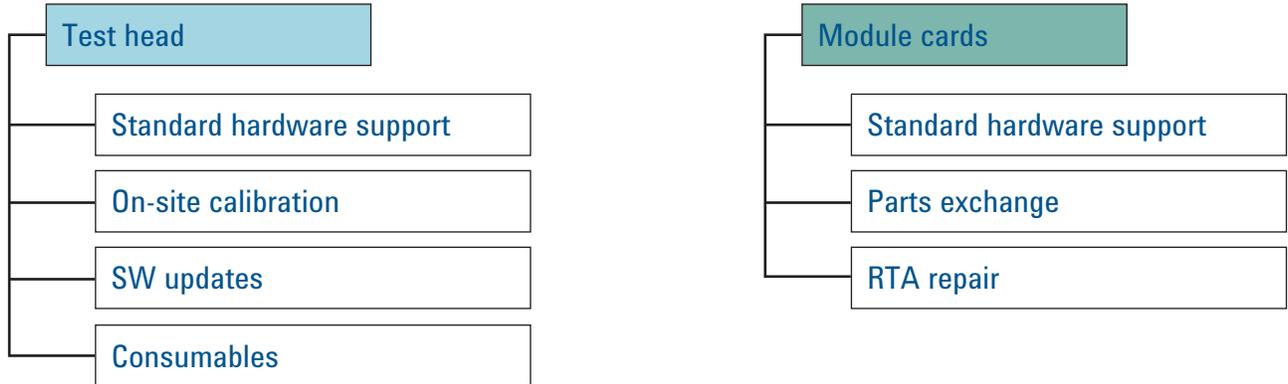
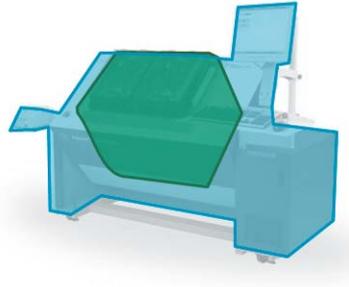
ICT Max SPN for ICT Muxed System

SPN	Hardware support coverage	Phone support	2x sys cal	System SUS	Modules activated
R-9BC-611	On-site 8 x 5 next day	8 x 5 phone support	y	y	1
R-9BC-612	On-site 12 x 5 same day	24 x 7 phone support	y	y	1
R-9BC-613	On-site 24 x 7 same day	24 x 7 phone support	y	y	1
R-9BC-614	On-site three days	8 x 5 phone support	y	y	1
R-9BW-611	Coop 8 x 5	8 x 5 phone support	y	y	1
R-9BW-612	Coop 24 x 7	24 x 7 phone support	y	y	1
R-9BC-621	On-site 8 x 5 next day	8 x 5 phone support	y	y	2
R-9BC-622	On-site 12 x 5 same day	24 x 7 phone support	y	y	2
R-9BC-623	On-site 24 x 7 same day	24 x 7 phone support	y	y	2
R-9BC-624	On-site three days	8 x 5 phone support	y	y	2
R-9BW-621	Coop 8 x 5	8 x 5 phone support	y	y	2
R-9BW-622	Coop 24 x 7	24 x 7 phone support	y	y	2
R-9BC-631	On-site 8 x 5 next day	8 x 5 phone support	y	y	3
R-9BC-632	On-site 12 x 5 same day	24 x 7 phone support	y	y	3
R-9BC-633	On-site 24 x 7 same day	24 x 7 phone support	y	y	3
R-9BC-634	On-site three days	8 x 5 phone support	y	y	3
R-9BW-631	Coop 8 x 5	8 x 5 phone support	y	y	3
R-9BW-632	Coop 24 x 7	24 x 7 phone support	y	y	3
R-9BC-641	On-site 8 x 5 next day	8 x 5 phone support	y	y	4
R-9BC-642	On-site 12 x 5 same day	24 x 7 phone support	y	y	4
R-9BC-643	On-site 24 x 7 same day	24 x 7 phone support	y	y	4
R-9BC-644	On-site three days	8 x 5 phone support	y	y	4
R-9BW-641	Coop 8 x 5	8 x 5 phone support	y	y	4
R-9BW-642	Coop 24 x 7	24 x 7 phone support	y	y	4

ICT Max SPN for ICT Un-Muxed System

SPN	Hardware support coverage	Phone support	2x sys cal	SUS	Modules activated
R-9BC-651	On-site 8 x 5 next day	8 x 5 phone support	y	y	1
R-9BC-652	On-site 12 x 5 same day	24 x 7 phone support	y	y	1
R-9BC-653	On-site 24 x 7 same day	24 x 7 phone support	y	y	1
R-9BC-654	On-site three days	8 x 5 phone support	y	y	1
R-9BW-651	Coop 8 x 5	8 x 5 phone support	y	y	1
R-9BW-652	Coop 24 x 7	24 x 7 phone support	y	y	1
R-9BC-661	On-site 8 x 5 next day	8 x 5 phone support	y	y	2
R-9BC-662	On-site 12 x 5 same day	24 x 7 phone support	y	y	2
R-9BC-663	On-site 24 x 7 same day	24 x 7 phone support	y	y	2
R-9BC-664	On-site three days	8 x 5 phone support	y	y	2
R-9BW-661	Coop 8 x 5	8 x 5 phone support	y	y	2
R-9BW-662	Coop 24 x 7	24 x 7 phone support	y	y	2
R-9BC-671	On-site 8 x 5 next day	8 x 5 phone support	y	y	3
R-9BC-672	On-site 12 x 5 same day	24 x 7 phone support	y	y	3
R-9BC-673	On-site 24 x 7 same day	24 x 7 phone support	y	y	3
R-9BC-674	On-site three days	8 x 5 phone support	y	y	3
R-9BW-671	Coop 8 x 5	8 x 5 phone support	y	y	3
R-9BW-672	Coop 24 x 7	24 x 7 phone support	y	y	3
R-9BC-681	On-site 8 x 5 next day	8 x 5 phone support	y	y	4
R-9BC-682	On-site 12 x 5 same day	24 x 7 phone support	y	y	4
R-9BC-683	On-site 24 x 7 same day	24 x 7 phone support	y	y	4
R-9BC-684	On-site three days	8 x 5 phone support	y	y	4
R-9BW-681	Coop 8 x 5	8 x 5 phone support	y	y	4
R-9BW-682	Coop 24 x 7	24 x 7 phone support	y	y	4

ICT Flex Services



All ICT Flex support SPNs can be applied on either the system test head (inclusive of system PC controller) or module cards, or both, to provide the necessary uptime support services that can be customized to your specific needs. The standard ICT Flex services are SPNs that begin with the prefix R-9BC or R-9BW. This SPN provide hardware support with unlimited parts replenishment for the system and module cards product which have active support life. You may verify the EOS date by specifying the product number at this website: <http://www.agilent.com/find/EOS>.

The standard ICT Flex support for the system test head comes with a nontransferable annual license-to-use of system calibration software. With this system calibration software, the customer can perform the system calibration or ASRU calibration to bring the system back to its specified measurement accuracy. Customers who prefer Agilent to perform the on-site service for system calibration or ASRU calibration, may opt for one of the following: SPN R-9AS-601, R-9AS-602, R-9AS-603, or R-9AS-604.

Customers who need to maintain the latest software release, can choose either or both system software update and TDW software update subscriptions.

Agilent understands our customers' need for convenient and fast parts replenishment, even for some parts like consumables and accessories. The SPN R-9CU-CON provides the option for ensuring unlimited replenishment of consumables parts and accessories replacement.

For module cards, customers have the options to select from either standard ICT Flex hardware support which provides unlimited part replacement, or limited parts, like parts exchange or RTA repair agreement.

In Circuit Test (*Medalist 3070, i3070 and i5000 ICT systems*) – ICT Max and Flex Services

R-9AS-601 On-site ICT system calibration agreement, 2x per year (exhibit S0030)

This is an on-site system calibration agreement for the 3070, i3070 and i5000 systems. The calibration agreement includes semi-annual system calibrations (NIST or ISO 9000 traceable) and preventative maintenance (every six months). Agilent will provide you a calibration sticker and a NIST or ISO 9000 traceable certificate with a measurement data report.

R-9AS-602 On-site ICT ASRU calibration agreement, 2x per year (exhibit S0030)

This is an on-site system calibration agreement for the 3070, i3070 and i5000 systems. The calibration agreement includes semi-annual ASRU calibration and preventative maintenance (every six months).

R-9AS-603 On-site ICT system calibration agreement, 1x per year (exhibit S0030)

This is an on-site system calibration agreement for the 3070, i3070 and i5000. The calibration agreement includes annual system calibrations (NIST or ISO 9000 traceable) and preventative maintenance (every 12 months) for the 3070 or i5000 system. Do note that this option *does not* conform to Agilent's recommended calibration interval, which is every six months. Agilent will provide you a calibration sticker and a NIST or ISO 9000 traceable certificate with a measurement data report.

R-9AS-604 On-site ICT ASRU calibration agreement, 1x per year (exhibit S0030)

This is an on-site System calibration agreement for the 3070, i3070 and i5000 systems. The calibration agreement includes annual ASRU calibration and preventative maintenance (every 12 months).

R-9BC-601 ICT Flex – 8 x 5 on-site support agreement with parts next business day and 8 x 5 hardware phone support for ICT system (exhibit S0057)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available next business day, Monday through Friday during office hours (8 x 5), excluding bank holidays. Annual preventative maintenance is included in this service. You will have access via telephone and Internet to Response Center Support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9BC-602 ICT Flex – 12 x 5 on-site support agreement with parts within four hours and 12 x 5 hardware phone support for ICT system (exhibit S0057)

This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, Monday through Friday with the response hours extended for additional four hours after office hours, when a call is placed during the day's office hours. Bank holidays are excluded. Annual preventative maintenance is included in this service. You will have access via telephone and Internet to Response Center Support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9BC-603 ICT Flex – 24 x 7 on-site support agreement with parts within four hours and 24 x 7 hardware phone support for ICT system (exhibit S0057)

This option is subjected to availability, depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, 24 hours a day, seven days per week (24 x 7). Bank holidays are included. Off-time local business hours, the phone assistance will be in English language. Annual preventative maintenance is included in this service. You will have access via telephone and Internet to Response Center Support (RCS) engineers during 24 hours a day, seven days per week (24 x 7). You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

In Circuit Test (*Medalist 3070, i3070 and i5000 ICT systems*) – ICT Max and Flex Services (*continued*)

R-9BC-604

ICT Flex – 8 x 5 on-site support agreement with parts within three business days and 8 x 5 hardware phone support for ICT system (exhibit S0057)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available on a scheduled basis, minimum of three-day response Monday through Friday during office hours excluding bank holidays. Annual preventative maintenance is included in this service. You will have access via telephone and Internet to Response Center Support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9BW-601

ICT Flex – 8 x 5 cooperative support agreement, with parts next business day and 8 x 5 hardware phone support for ICT system (exhibit S0015)

This is a cooperative hardware support service. You will have access via telephone and internet to Agilent's Response Center Support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed over the phone and repaired by the customer, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Detailed customer responsibilities are specified in the exhibits. Spare parts replenishment, uptime related parts replacement, as well as travel and labor hours are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9BW-602

ICT Flex – 8 x 5 cooperative support agreement, with parts next business day and 24 x 7 hardware phone support for ICT system (exhibit S0015)

This is a cooperative hardware support service. You will have access via telephone and Internet to Agilent's Response Center Support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. If the problem is one that cannot be diagnosed over the phone and repaired by the Customer, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Detailed customer responsibilities are specified in the exhibits. Spare parts replenishment, uptime related parts replacement, travel and labor hours are included in this service. Customer must attend Agilent Maintenance training to be eligible for this product.

R-9BW-603

ICT Flex – 8 x 5 cooperative value support agreement with parts next business day and 8 x 5 hardware phone support for ICT system (exhibit S0015)

This is a cooperative hardware support service. You will have access via telephone and Internet to Response Center Support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. This service does NOT include dispatch of an Agilent qualified representative to your site. If an Agilent qualified engineer is dispatched to your site, additional charges will be incurred at Time and Material rates. An additional purchase order will be required in advance for the on-site visit. Detailed customer responsibilities are specified in the exhibits. Customer-owned spare parts replenishment and uptime related parts replacement are included in this service. Customer must attend Agilent Maintenance training to be eligible for this product.

R-9BW-604

ICT Flex – 8 x 5 cooperative value support agreement with parts next business day and 24 x 7 hardware phone support for ICT system (exhibit S0015)

This is a cooperative hardware support service. You will have access via telephone and Internet to Response Center Support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. This service does NOT include dispatch of an Agilent qualified representative to your site. If an Agilent qualified engineer is dispatched to your site, additional charges will be incurred at Time and Material rates. An additional purchase order will be required in advance for the on-site visit. Detailed customer responsibilities are specified in the exhibits. Customer-owned spare parts replenishment and uptime related parts replacement are included in this service. Customer must attend Agilent Maintenance training to be eligible for this product.

In Circuit Test (*Medalist 3070, i3070 and i5000 ICT systems*) – ICT Max and Flex Services (*continued*)

R-9UH-6A1

Software updates subscription; license to use; 8 x 5 software phone support for ICT muxed system (exhibit S0055)

This is a system software updates with software response center support (RCS) for ICT PC-based muxed system. With this service, Agilent will provide you with ICT PC-based software updates for your system as soon as they become available. The delivery of the software updates will be by via Agilent Software Manager portal at [www.agilent.com\find\softwaremanager](http://www.agilent.com/find/softwaremanager) where you either choose the updates to be downloaded or shipped to you.

This also includes one system license for each ICT system and software RCS. With this service, you are entitled to use the RCS in cases of system software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

R-9UH-6A3

Software updates subscription; license to use; 8 x 5 software phone support for ICT un-muxed system (exhibit S0055)

This is a system software updates with software response center support (RCS) for ICT PC-based un-muxed system. With this service, Agilent will provide you with ICT PC-based software updates for your system as soon as they become available. The delivery of the software updates will be by via Agilent Software Manager portal at [www.agilent.com\find\softwaremanager](http://www.agilent.com/find/softwaremanager) where you either choose the updates to be downloaded or shipped to you.

This also includes one system license for each ICT system and software RCS. With this service, you are entitled to use the RCS in cases of system software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

R-UVF-I3070TD-PS

Software updates subscription; license to use; 8 x 5 software phone support for i3070 test development software (exhibit S0055)

This is a software updates and software response center support (RCS) for i3070 PC-based test development workstation (TDW). With this service, Agilent will provide you with i3070 PC-based software updates for your TDW as soon as they become available. This also includes license for TDW software RCS. With this service, you are entitled to use the RCS in cases of TDW software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

R-UVF-I5000TD

One year software updates subscription; license to use for i5000 test development software (exhibit S0055)

This is a software updates and software response center support (RCS) for i5000 PC-based Test Development Workstation (TDW). With this service, Agilent will provide you with i5000 PC based software updates for your TDW as soon as they become available. This also includes license for TDW software RCS. With this service, you are entitled to use the RCS in cases of TDW SW problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

R-9CU-CON

ICT Flex – consumables parts and accessories replacement agreement (R-9CU-CON)

This is a cooperative hardware support service that is a rider to the standard hardware support service. Consumables parts and accessories replenishment are included in this service.

In-Circuit Test (*Medalist 3070, i3070 and i5000 ICT Systems*)

R-9AS-501 On-site system calibration agreement, commercial grade, 2x per year (exhibit S0030)

This is an on-site system calibration agreement for the 3070, i3070 and i5000 systems. The calibration agreement includes semi-annual system calibrations (NIST or ISO 9000 traceable) and preventative maintenance (every six months). Agilent will provide you a calibration sticker and a NIST or ISO 9000 traceable certificate with a measurement data report.

R-9AS-503 On-site system calibration agreement, commercial grade, 1x per year (exhibit S0030)

This is an on-site system calibration agreement for the 3070, i3070 and i5000. The calibration agreement includes annual system calibrations (NIST or ISO 9000 traceable) and preventative maintenance (every 12 months) for the 3070 or i5000 system. This option does not conform with Agilent’s recommended calibration interval, which is every six months. Agilent will provide you a calibration sticker and a NIST or ISO 9000 traceable certificate with a measurement data report.

R-9BC-501 8 x 5 on-site support agreement with parts next business day, and 8 x 5 hardware phone support (exhibit S0057)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available next business day, Monday through Friday during office hours (8 x 5), excluding bank holidays. Annual preventative maintenance is included in this service. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9BC-502 12 x 5 on-site support agreement with parts four hours and 12 x 5 hardware phone support (exhibit S0057)

This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, Monday through Friday with the response hours extended for additional four hours after office hours, when a call is placed during the day’s office hours. Bank holidays are excluded. Annual preventative maintenance is included in this service. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9BC-503 24 x 7 on-site support agreement with parts four hours and 24 x 7 hardware phone support (exhibit S0057)

This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, 24 hours a day, seven days per week (24 x 7). Bank holidays are included. Off-time local business hours, the phone assistance will be in English language. Annual preventative maintenance is included in this service. You will have access via telephone and internet to response center support (RCS) engineers during 24 hours a day, seven days per week (24 x 7). You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9BC-504 8 x 5 on-site support agreement with parts three business days and 8 x 5 hardware phone support (exhibit S0057)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available on a scheduled basis, minimum of three-day response Monday through Friday during office hours excluding bank holidays. Annual preventative maintenance is included in this service. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

In-Circuit Test (*Medalist 3070, i3070 and i5000 ICT Systems*) (*continued*)

R-9BW-501 Cooperative hardware support, 8 x 5 RCS phone support (exhibit S0015)

This is a cooperative hardware support service. You will have access via telephone and internet to Agilent's response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed over the phone and repaired by the customer, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Detailed customer responsibilities are specified in the exhibits. Spare parts replenishment, uptime related parts replacement, as well as travel and labor hours are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9BW-502 Cooperative hardware support, 24 x 7 RCS phone support (exhibit S0015)

This is a cooperative hardware support service. You will have access via telephone and internet to Agilent's response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. If the problem is one that cannot be diagnosed over the phone and repaired by the Customer, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Detailed customer responsibilities are specified in the exhibits. Spare parts replenishment, uptime related parts replacement, travel and labor hours are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9BW-503 Cooperative hardware value support, 8 x 5 RCS phone support (exhibit S0049)

This is a cooperative hardware support service. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. This service does NOT include dispatch of an Agilent qualified representative to your site. If an Agilent qualified engineer is dispatched to your site, additional charges will be incurred at time and material rates. An additional purchase order will be required in advance for the on-site visit. Detailed customer responsibilities are specified in the exhibits. Customer-owned spare parts replenishment and uptime related parts replacement are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9BW-504 Cooperative hardware value support, 24 x 7 RCS phone support (exhibit S0049)

This is a cooperative hardware support service. You will have access via telephone and internet to response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. This service does NOT include dispatch of an Agilent qualified representative to your site. If an Agilent qualified engineer is dispatched to your site, additional charges will be incurred at time and material rates. An additional purchase order will be required in advance for the on-site visit. Detailed customer responsibilities are specified in the exhibits. Customer-owned spare parts replenishment and uptime related parts replacement are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9UH-5A1 Software updates subscription; license to use; 8 x 5 software phone support for ICT muxed, first system (exhibit S0055)

This is a system software updates with software response center support (RCS) for first ICT PC-based muxed system. With this service, Agilent will provide you with ICT PC-based software updates for your system as soon as they become available. This also includes first system license for ICT system software RCS. With this service, you are entitled to use the RCS in cases of system software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

R-9UH-5A2 Software updates subscription; license to use; 8 x 5 software phone support for ICT muxed, nth system (exhibit S0055)

This is a system software updates with software response center support (RCS) for nth ICT PC-based muxed system. With this service, Agilent will provide you with ICT PC-based software updates for your system as soon as they become available. This also includes nth system license for ICT system software RCS. With this service, you are entitled to use the RCS in cases of system software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

In-Circuit Test (*Medalist 3070, i3070 and i5000 ICT Systems*) (*continued*)

R-9UH-5A3

Software updates subscription; license to use; 8 x 5 software phone support for ICT un-muxed, first system (exhibit S0055)

This is a system software updates with software response center support (RCS) for first ICT PC-based un-muxed system. With this service, Agilent will provide you with ICT PC-based software updates for your system as soon as they become available. This also includes first system license for ICT system software RCS. With this service, you are entitled to use the RCS in cases of system software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

R-9UH-5A4

Software updates subscription; license to use; 8 x 5 software phone support for ICT un-muxed, nth system (exhibit S0055)

This is a system software updates with software response center support (RCS) for nth ICT PC-based un-muxed system. With this service, Agilent will provide you with ICT PC-based software updates for your system as soon as they become available. This also includes nth system license for ICT system software RCS. With this service, you are entitled to use the RCS in cases of system software problems. The hours of coverage are office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is four hours.

3-in-1 PC Upgrades Support for ICT System

This is a 3-in-1 PC upgrade support that includes the following services:

1. New PC controller upgrade service (only include new PC controller and one-time software update)
2. On-site or cooperative hardware support service for the PC controller
3. Software updates support and software response center support

On-site support SPNs

Please note that phone support for hardware and software is available for on-site agreements and they both have a minimum response time of two hours and four hours respectively.

For detailed explanations of each of the available support, you may want to refer to the respective support SPN in the header of the table for more information.

Types of support	8 x 5 next business day support (R-9BC-501)	12 x 5 same day support (R-9BC-502)	24 x 7 same day support (R-9BC-503)	8 x 5 three business day support (R-9BC-504)	Software updates for mixed systems (R-9UH-5A1)	Software updates for un-mixed systems (R-9UH-5A3)
R-9BD-501	√				√	
R-9BD-502		√			√	
R-9BD-503			√		√	
R-9BD-504				√	√	
R-9BD-511	√					√
R-9BD-512		√				√
R-9BD-513			√			√
R-9BD-514				√		√

Cooperative support SPNs

For detailed explanations of each of the available support, you may want to refer to the respective support for more information.

Types of support	8 x 5 cooperative support (R-9BW-501 or R-9BW-502)	8 x 5 cooperative value support (R-9BW-503 or R-9BW-504)	8 x 5 phone support (R-9BW-501 or R-9BW-503)	24 x 7 phone support (R-9BW-502 or R-9BW-504)	Software updates for mixed systems (R-9UH-5A1)	Software updates for un-mixed systems (R-9UH-5A3)
R-9BZ-501	√		√		√	
R-9BZ-502	√			√	√	
R-9BZ-503		√	√		√	
R-9BZ-504		√		√	√	
R-9BZ-511	√		√			√
R-9BZ-512	√			√		√
R-9BZ-513		√	√			√
R-9BZ-514		√		√		√

Automated X-Ray Inspection (5DX, x6000)

New AXI support overview

Support deliverables	AXI Support Max	AXI Support Flex	AXI Support Lite	SVA	Trade
Remote hardware/SW phone support	X	X	X		
On-site support	X	X	X ¹	X ²	X ²
X-ray survey (2x per year)	X	X	X		
Preventive maintenance	X	X	X		
Parts replacement	X-ray tube	X			
	All other parts	X	X		
Next business day parts delivery	X	X ³	X ³	X ⁴	
Pay for parts as per usage		X ^{5,6}	X ⁶	X ⁶	X
Payment frequency and method	Fixed monthly	Fixed monthly and X-ray tube as per incident	Fixed monthly and all parts as per incident	Per incident with group invoice option	Per incident

1. Provide on-site support if problem is not resolved remotely
2. Service is based on availability
3. AXI Support Flex or Lite with SVA for trade parts
4. In a typical SVA, part delivery is within three business days. Only for AXI Support Flex and Lite customer with SVA, part delivery will be upgraded to next business day whenever possible, at no additional charge.
5. Pay for X-ray tube only using SVA or additional PO
6. Preferential discount applicable for per incident payment arrangement with SVA. Parts warranty by default is 90 days from completion date of repair. Only with SVA the warranty of the repaired X-ray tube part comes with a one-year warranty. For more information about SVA please refer to data sheet 5990-3430EN.

R-9FC-611 AXI Support Max – 8 x 5 on-site support agreement with parts next business day; 8 x 5 hardware/software phone support for AXI system (exhibit S0057)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available next business day, Monday through Friday during office hours (8 x 5), excluding bank holidays. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent’s remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone and internet inquiry within two hours. Spare parts cover the complete AXI system including X-ray tube, travel and labor hours are included.

R-9FC-612 AXI Support Max – 12 x 5 on-site support agreement with parts four hours; 12 x 5 hardware/software phone support for AXI system (exhibit S0057)

This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, Monday through Friday with the response hours extended for additional four hours after office hours, when a call is placed during the day’s office hours. Bank holidays are excluded. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent’s remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone and internet inquiry within two hours. Spare parts cover the complete AXI system including X-ray tube, travel and labor hours are included.

Automated X-Ray Inspection (5DX, x6000) (continued)

R-9FC-613

AXI Support Max – 24 x 7 on-site support agreement with parts four hours;
24 x 7 hardware/software phone support for AXI system (exhibit S0057)

This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, 24 hours a day, seven days per week (24 x 7). Bank holidays are included. Off-time local business hours, the phone assistance will be in English language. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers 24 hours a day, seven days per week (24 x 7). You can expect a response to your telephone and internet inquiry within two hours. Spare parts cover the complete AXI system including X-ray tube, travel and labor hours are included.

R-9FC-614

AXI Support Max – 8 x 5 on-site support agreement with parts three business days;
8 x 5 hardware/software phone support for AXI system (exhibit S0057)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available on a scheduled basis, minimum of three-day response Monday through Friday during office hours excluding bank holidays. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts cover the complete AXI system including X-ray tube, travel and labor hours are included.

R-9FW-611

AXI Support Max – 8 x 5 cooperative support agreement with parts for AXI system;
on-site with parts for X-ray tube next business day and 8 x 5 hardware/software phone support (exhibit S0015)

This is a cooperative hardware support service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment, uptime related parts replacement, travel and labor hours are included in this service. Spare parts cover the complete AXI system including X-ray tube. Annual preventative maintenance and radiation survey are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9FW-612

AXI Support Max – 8 x 5 cooperative support agreement with parts for AXI system;
on-site with parts for X-ray tube next business day and 24 x 7 hardware/software phone support (exhibit S0015)

This is a cooperative hardware support service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment, uptime related parts replacement, travel and labor hours are included in this service. Spare parts cover the complete AXI system including X-ray tube. Annual preventative maintenance and radiation survey are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

Automated X-Ray Inspection (5DX, x6000) (continued)

R-9FC-601	AXI Support Flex – 8 x 5 on-site support agreement with parts next business day; 8 x 5 hardware/software phone support for AXI system (X-ray tube to be supported with SVA) (exhibit S0057)
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This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available next business day, Monday through Friday during office hours (8 x 5), excluding bank holidays. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone and internet inquiry within two hours. Spare parts cover majority of AXI system are included, except for X-ray tube which is pay-per-used preferred to be under a SVA. Travel and labor hours are included.

R-9FC-602	AXI Support Flex – 8 x 5 on-site support agreement with parts next business day; 12 x 5 hardware/software phone support for AXI system (X-ray tube to be supported with SVA) (exhibit S0057)
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This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, Monday through Friday with the response hours extended for additional four hours after office hours, when a call is placed during the day's office hours. Bank holidays are excluded. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone and internet inquiry within two hours. Spare parts cover majority of AXI system are included, except for X-ray tube which is pay-per-used preferred to be under a SVA. Travel and labor hours are included.

R-9FC-603	AXI Support Flex – 8 x 5 on-site support agreement with parts next business day; 24 x 7 hardware/software phone support for AXI system (X-ray tube to be supported with SVA) (exhibit S0057)
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This option is subjected to availability depending on resources and geography.

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available within four hours, 24 hours a day, seven days per week (24 x 7). Bank holidays are included. Off-time local business hours, the phone assistance will be in English language. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers 24 hours a day, seven days per week (24 x 7). You can expect a response to your telephone and internet inquiry within two hours. Spare parts cover majority of AXI system are included, except for X-ray tube which is pay-per-used preferred to be under a SVA. Travel and labor hours are included.

R-9FC-604	AXI Support Flex – 8 x 5 on-site support agreement with parts three business days; 8 x 5 hardware/software phone support for AXI system (X-ray tube to be supported with SVA) (exhibit S0057)
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This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available on a scheduled basis, minimum of three-day response Monday through Friday during office hours excluding bank holidays. Annual preventative maintenance and radiation survey are included in this service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts cover majority of AXI system are included, except for X-ray tube which is pay-per-used preferred to be under a SVA. Travel and labor hours are included.

Automated X-Ray Inspection (5DX, x6000) (continued)

R-9FW-601	AXI Support Flex – 8 x 5 cooperative support agreement with parts next business day and 8 x 5 hardware/software phone support for AXI system (X-ray tube to be supported with SVA) (exhibit S0015)
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This is a cooperative hardware support service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment and uptime related parts replacement for majority spare parts of AXI system, except for X-ray tube which is pay-per-used preferred to be under a SVA. Travel and labor hours are included in this service. Annual preventative maintenance and radiation survey are included in this Service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9FW-602	AXI Support Flex – 8 x 5 cooperative support agreement with parts next business day and 24 x 7 hardware/software phone support for AXI system (X-ray tube to be supported with SVA) (exhibit S0015)
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This is a cooperative hardware support service. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer owned spare parts replenishment and uptime related parts replacement for majority spare parts of AXI system, except for X-ray tube which is pay-per-used preferred to be under a SVA. Travel and labor hours are included in this service. Annual preventative maintenance and radiation survey are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9FX-601	AXI support Lite – 8 x 5 cooperative service agreement without parts, 8 x 5 hardware/software phone support for AXI system (all parts to be supported with SVA) (exhibit S0015)
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This is a cooperative support service which excludes part replenishment. You will have access to both hardware and software remote support via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. All spare parts including X-ray tube are excluded in this service, when required the part replenishment will be pay-per-used preferably under a SVA. Travel and labor hours are included in this service. Annual preventative maintenance and radiation survey are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

Automated Optical Inspection (SJ50, SP50)

R-9KW-501 Cooperative hardware support, 8 x 5 RCS phone support (exhibit S0013)

This is a cooperative hardware support service. You will have access via telephone or internet to Agilent's response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed over the phone and repaired by the customer, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment and uptime related parts replacement is included in this service. AOI system software updates or software phone support is NOT included.

R-9KW-502 Cooperative hardware support, 24 x 7 RCS phone support (exhibit S0013)

This is a cooperative hardware support service. You will have access via telephone or internet to Agilent's remote response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed over the phone and repaired by the customer, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment and uptime related parts replacement is included in this service. Software updates or software phone support is NOT included.

R-9LA-501 8 x 5 response center support (exhibit S0021)

This is an AOI system response center support. With this service, you place one call and an Agilent software specialist will be assigned to solve your issue. The coverage is during office hours, Monday through Friday, excluding bank holidays. The maximum response time for returning calls is two hours.

R-9LB-501 24 x 7 response center support (exhibit S0021)

This is an AOI system response center support. With this service, you place one call and an Agilent software specialist will be assigned to solve your issue 24 hours a day, seven days a week, including bank holidays. Off-time local business hours, the phone assistance will be in English language. The maximum response time for returning calls is two hours.

Automotive (TS-5000 Series)

R-9MC-501

8 x 5 on-site support agreement with parts next business day and 8 x 5 hardware phone support (exhibit S0063)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available next business day, Monday through Friday during office hours (8 x 5), excluding bank holidays. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone and internet inquiry within two hours. Spare parts, travel and labor hours are included.

R-9MC-504

8 x 5 on-site support agreement with parts three business days and 8 x 5 hardware phone support (exhibit S0063)

This is an on-site hardware service. If problems occur and an engineer needs to visit your site, you can expect the Agilent qualified engineer to be available on a scheduled basis, minimum of three-day response Monday through Friday during office hours excluding bank holidays. Annual preventative maintenance and radiation survey are included in this service. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. Spare parts, travel and labor hours are included.

R-9MW-501

8 x 5 cooperative support agreement, with parts next business day and 8 x 5 hardware phone support (exhibit S0061)

This is a cooperative hardware support service. You will have access via telephone and internet to Agilent's remote response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment, uptime related parts replacement, travel and labor hours are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9MW-502

8 x 5 cooperative support agreement, with parts next business day and 24 x 7 hardware phone support (exhibit S0061)

This is a cooperative hardware support service. You will have access via telephone and internet to Agilent's remote response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. If the problem is one that cannot be diagnosed and repaired over the phone, an Agilent qualified representative will visit your site the next business day, excluding bank holidays. Customer-owned spare parts replenishment, uptime related parts replacement, travel and labor hours are included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

R-9MW-503

8 x 5 cooperative value support agreement, with parts next business day and 8 x 5 hardware phone support (exhibit S0062)

This is a cooperative hardware support service. You will have access via telephone and internet to response center support (RCS) engineers during office hours, Monday through Friday, excluding bank holidays. You can expect a response to your telephone inquiry within two hours. This service does NOT include dispatch of an Agilent qualified representative to your site. If an Agilent qualified engineer is dispatched to your site, additional charges will be incurred at time and material rates. An additional purchase order will be required in advance for the on-site visit. Detailed customer responsibilities are specified in the exhibits. Customer-owned spare parts replenishment and uptime related parts replacement is included in this service. Customer must attend Agilent maintenance training to be eligible for this product.

Automotive (TS-5000 Series) *(continued)*

R-9MW-504	8 x 5 cooperative value support agreement, with parts next business day and 24 x 7 hardware phone support (exhibit S0062)
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This is a cooperative hardware support service. You will have access via telephone and internet to response center support (RCS) engineers 24 hours a day, seven days a week, including bank holidays. You can expect a response to your telephone inquiry within two hours. Off-time local business hours, the phone assistance will be in English language. This service does NOT include dispatch of an Agilent qualified representative to your site. If an Agilent qualified engineer is dispatched to your site, additional charges will be incurred at time and material rates. An additional purchase order will be required in advance for the on-site visit. Detailed customer responsibilities are specified in the exhibits. Customer-owned spare parts replenishment and uptime related parts replacement is included in this service. Customer must attend Agilent maintenance training to be eligible for this product.



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