Technical Support

For Education and Direct Government end-users

Your Challenges

Technical instrumentation issues and unanswered questions in your engineering labs can cause disruption such as:

- Interruptions to engineers, staff, and students
- Project schedule delays
- Extra work for lab manager, teaching assistants, and professors

Consider a Better Way

When problems arise and put your measurements in doubt, consider connecting with Keysight's technical experts in instruments, software, and applications.

Customer Quote

"Thank you so much. You have no idea how much you have helped us. The loss of that data was going to cost lots of time and money. Your assistance is very much appreciated."

Stay Ahead of the Curve

KeysightCare is a priority connection between our resources and your teams to help you remove barriers to success.

Many new mid- and high-performance instruments include **KeysightCare Assured for 1 year** in all regions, with a technical support response time of ≤ 4 business hours in addition to warranty coverage with a ≤10-day turnaround time for needed repairs. Additionally, there is an option to purchase KeysightCare Assured for up to 4 additional subsequent years.

You can extend your peace of mind and eliminate budgetary surprises for up to 5 years by **upgrading the service and support entitlement for your critical assets to KeysightCare Enhanced**. Trust your test results with **calibrated** instruments and accurate measurements, including an even faster technical support response time of 2 business hours. KeysightCare Enhanced also provides a ≤ 7-day turnaround time for repair, and a ≤ 5-day turnaround time for calibration. Learn more at www.keysightcare.com.
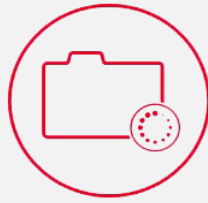
KEYSIGHT

KEYSIGHTCARE
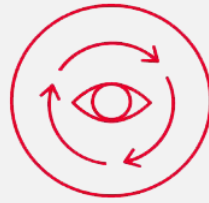
Experience the Power of Keysight Support 24/7

Request Support
Submit your question online directly to the team

Check Case Status
View status of your question or check service order status

View Assets
View a list of your lab equipment to help find and share assets

Search Knowledge Center
Access thousands of technical articles and watch how-to videos

Technical Support Exclusively for Education End Users

For new instruments purchased by education customers, Keysight offers a high-value program that provides **4 <u>additional</u> years of KeysightCare Technical Support for the price of 2 years**. In total, you receive 5 years of KeysightCare Technical Support with ≤ 2 business days response time by ordering R-55D-001-5C.

For all other instruments and software at your location that are not KeysightCare entitled, Keysight provides technical support as available. You must submit technical support requests, for instruments and software not entitled to KeysightCare, online.

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Talk to your Keysight representative today.