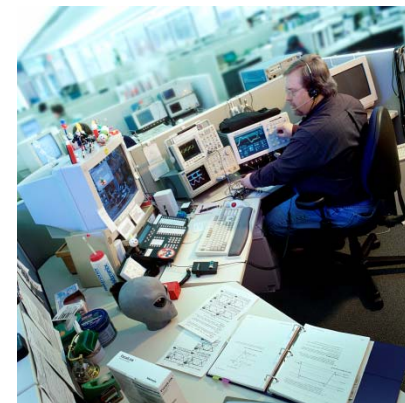


Tektronix Service Solutions Offering Fact Sheet

Comprehensive calibration and repair from the measurement experts



Save valuable time & expense



Customer Care Center Support

Features

Benefits

100 points of service – over 1200 staff-
CALWEB-DATATRACK

Ensures fast turnaround time, a deeper level of measurement instrument inspection and like-new repair approach.

Capability to Calibrate over 133,000 models from 9000 manufacturers

Diverse capabilities enable a single-source provider to maintain operations and calibration for all test equipment assets.

181 ISO/IEC 17025 Accredited Parameters-ISO Certification and Accreditation around the world

Independent-Unbiased Validation of Measurement Capabilities & Technical Competencies

5 Global Customer Care Centers staffed with product design and application experts ready to manage complex application and instrument questions.

Expertise to offer guidance and solutions to any support need, your true solutions provider around the globe.

Service Solutions for your Test Instrumentation

- Fast Turn Around Time for calibrations
- Calibration services for 133,000 products from 9000 manufacturers, with 38,000 standards
- Mobile calibration services (US Only)
- Services from 34 locations throughout the US and other locations worldwide through regional Customer Care Centers
- Technical repair and calibration expertise from two of the leading providers of test and measurement equipment (Fluke & Tektronix)

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Key contact and ordering information

Tektronix Instrument Care Solutions	Description	Ordering Information
Silver Care & Calibration Coverage	Repair or Calibration coverage ; ensures repair costs or factory calibration costs depending on plan type chosen with each Tektronix instrument.	R3 – 3 years Repair R5 – 5 years Repair C3 – 3 years Calibration C5 – 5 years Calibration
Gold Care	Extensive repair and calibration coverage with minimal additional costs during coverage period. Loaners, priority call center access, ESD repairs, free factory calibration.	G3 – 3 years G5 – 5 years
Platinum Care	A custom-designed plan for customers who require no downtime. Provides on-site loan equipment for backup and on-site calibration.	Contact Tektronix Directly



Tektronix Single Source Provider	Description	Ordering Information
Permanent onsite	A Tektronix Service Solutions associate(s) provides services at a customer location often time having a customer badge and premise access	Contact Tektronix Directly
Temporary onsite	Through fully equipment service vehicles, Tektronix Service Solutions can provide calibration services at the customer location	Contact Tektronix Directly
Depot-based (or ship to Tektronix)	Door to door service at any one of the Tektronix Service Solutions locations	Contact Tektronix Directly
Asset management and asset tracking	Everything from tracking and printing certifications online, checking equipment status, managed inventory (bar coding, RFID, tool crib), acquisition and disposition services	Contact Tektronix Directly
Customized Field Service Equipment management	Provide automated recall notice, equipment calibration and refresh for field technician workforces.	Contact Tektronix Directly

Key Offerings	Benefits
<ul style="list-style-type: none"> ▪ Tek Instrument Care & Calibration 	<ul style="list-style-type: none"> ▪ Keeps your Tektronix instrument in factory-like working condition. A variety of plans to meet your needs. From basic repair to high availability.
<ul style="list-style-type: none"> ▪ Single Source Provider Solutions 	<ul style="list-style-type: none"> ▪ From over 34 Service Depots around the US, and mobile labs or onsite stations; calibration and repair for over 130,000 different makes and models across many manufacturers.
<ul style="list-style-type: none"> ▪ Asset Management 	<ul style="list-style-type: none"> ▪ Management of instrument asset utilization, service & maintenance records can be developed with the customer's needs in mind.

Contact Information:

1-800-576-9277 for Single Source Provider Offerings

1-800-833-9200 opt. 2 for Tektronix Product Based Services.

www.tektronix.com/service