

# EXPANDED SERVICE THROUGH AUTHORIZED SERVICE PROVIDERS

Tektronix offers comprehensive solutions that enable you to consolidate and streamline your calibration and asset management needs. Occasionally, equipment may require specialized service capabilities not available at Tektronix facilities. When specialized service is required, you can rely on the extensive network of Tektronix' Authorized Service Providers (ASPs). Having your entire instrument inventory serviced by Tektronix will maximize productivity, increase your equipment availability, and reduce your cost in managing approved suppliers.



## Authorized Service Providers

Tektronix will use an ASP for equipment that requires specialized service capabilities not available at Tektronix facilities.

- ASPs must certify their capabilities and quality processes.
- ASPs receive rigorous quality and performance oversight, including a 24-step audit procedure.
- ASP's are requalified every three years.
- Customers are contacted for consultation and approval prior to authorization of any work by ASPs.

## Customer Benefits

- Single point of contact for management of your entire calibration program.
- Tektronix management of all supplier qualification, purchasing activities, and equipment logistics to and from your facilities.
- Tektronix certifications issued for all calibrations.
- Organization-wide visibility of your instrument's service status and comprehensive records management in CalWeb®, a cloud-based calibration program management platform from Tektronix.
- Fully-integrated invoices that streamline review.

## Frequently Asked Questions

### Does the use of an Authorized Service Provider add to my turnaround time?

Calibration and repair service performed by an ASP typically takes longer than equipment serviced at a Tektronix service center. Our procurement team monitors ASP performance and will also expedite service with an ASP as needed to have the test equipment completed and returned in a timely manner.

### Couldn't I just go straight to an outside service provider myself?

Yes. However, you will save significant administrative time and eliminate the hassle of working with many suppliers by bringing all of your instruments to Tektronix. Let Tektronix take care of supplier qualification, the applicable purchasing activities and equipment logistics. You'll have the peace of mind that your test equipment service needs are being met by a qualified service provider with no additional administrative overhead.

## **Is this more expensive than normal Tektronix calibration services?**

Tektronix utilizes a detailed logistic and service process to ensure the quality of service provided through an ASP. There are 29 steps required to process test equipment through an ASP. Tektronix manages the interaction with the ASP so that the delivery and quality of service meets all customer quality requirements, as well as any associated warranty service that might be required. Allowing Tektronix to manage your calibration through an ASP is still less expensive than going directly to a third party for service as Tektronix can use its superior buying power to negotiate better prices for its customers.

## **How does Tektronix qualify ASPs for calibration and repair?**

Tektronix utilizes a rigorous 24 step audit process to ensure the quality of an ASP meets our stringent quality requirements. We then monitor performance to ensure that service complies with all applicable quality requirements. All ASP's are requalified every three years.

## **Does Tektronix take responsibility for the quality of the off-site provider's work?**

Yes, Tektronix takes full responsibility for the quality of calibration and repair service completed by an ASP. In the event there is an issue, Tektronix will work directly with the ASP to quickly resolve the issue.

## **Who do I pay?**

By having Tektronix handle all your test equipment service needs you will only have to pay one vendor. One of the benefits of utilizing Tektronix to manage all your test equipment service needs is reducing the number of purchase orders you need to create. Tektronix will pay the ASP and the customer will pay Tektronix for managing this service.

## **Whose name is on the calibration certificate?**

Tektronix will issue a calibration certificate that indicates the equipment and documentation was inspected to ensure full compliance with the applicable quality requirements, in addition to the calibration certificate issued by the ASP. These two certificates will be visible in the asset history that can be viewed through the Tektronix CalWeb asset management application.

## **Are outside service calibration labs accredited? What levels of calibration do they offer?**

Many ASP's offer accredited calibration service. Tektronix will only utilize an ASP that can perform the service level needed to support the customer's quality requirements.

## **Do I get to approve the price and calibration level before work commences?**

Yes, Tektronix will provide a quote to the customer for the services needed. Included in the service quote will be the calibration service level, calibration / repair pricing, expedite, and evaluation fees, as applicable.

## **What happens if my instrument needs repair?**

Tektronix can manage test equipment that requires repair by an outside service provider. If Tektronix is unable to repair the test equipment within its network of service centers, Tektronix will utilize a qualified ASP for repair. All test equipment repairs are quoted and need to be approved by the customer prior to the repair being authorized.

## ABOUT TEKTRONIX

Tektronix is the world's leading multi-brand service provider of calibration, repair and related services for test, measurement and control equipment. Tektronix provides:

- Services for equipment from 9,000-plus manufacturers — far more than just Tektronix!
- Extensive global service network — more than 100 points of service.
- 1,100-plus associates — highly-skilled technicians and sales representatives.
- Superior quality — accredited calibration at ISO 9001:2015 certified facilities.

**For more information about multi-brand calibration services, contact Tektronix today at 800-438-8165 or [MVS@tek.com](mailto:MVS@tek.com).**

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