

## Total Product Protection

### Complete peace of mind, protection no matter what happens!

Save time, money, and hassle with a multi-year Total Product Protection plan. Whether your equipment has been sidelined by accidental damage, electrostatic discharge (ESD), electrical overstress (EOS), or by normal wear and tear, your investment is protected with Total Product Protection.

As part of the Total Product Protection plan, instruments that are sent in for repair will also receive firmware updates (when desired), a factory calibration, safety modifications and any other necessary adjustments to maintain your instruments at peak performance.<sup>1</sup>



### Accidents Happen

Whether you are in a controlled lab or on the floor of a manufacturing plant, your equipment is subject to a variety of hazards, including being dropped, damaged in transit, poorly stored or worse. Any one of these factors can lead to thousands of dollars in on-demand repair or replacement costs.

Unplanned expenses are reduced and your investment is protected when you choose Total Product Protection from Tektronix. Accidents happen, but we've got you covered.



### The Ultimate Solution

- 3- or 5-year protection plan available with new equipment
- Customizable 1 to 5 years of coverage available on existing equipment – purchase for the duration that works for you!
- Coverage from user-caused EOS or ESD events<sup>1</sup>
- Coverage from accidental damage<sup>1</sup>
- Extension of standard product warranty
- Protection from manufacturer defects
- Includes a factory calibration and adjustments to published accuracy specifications with each repair
- Easiest service initiation – no PO or administrative payment processing needed

## How It Works

With Total Product Protection, there is no need to worry about unexpected equipment failure or production delays.

- **Step 1:** Call the number listed on your service contract to schedule repairs.
- **Step 2:** Ship your equipment to the nearest repair depot.
- **Step 3:** Our expert technicians will diagnose and repair your instrument. We'll clean, calibrate and ship your equipment back to you at no charge.

## Compliance

All repair work includes any calibration and adjustments necessary to restore your instrument to published accuracy specifications, ensuring that all measurement results can be trusted. Calibrations are performed under ISO 9001:2015 Registered Quality System and in compliance with metrology standards:

- ISO/IEC 17025:2017
- ANSI/NCSL Z540.1-1994(R2002)

## Which Plan is Right for You?

Our factory warranty covers your equipment from failures and design flaws, In addition, there are several service options which can extend your warranty coverage and avoid costly repairs. Pick the plan that best suits your needs (3 or 5 year options available):

Factory Service Plans	TekCare and KeithleyCare Extended Warranties	Total Protection Plan	Gold Care
Protection from manufacturer defects and failures	✓	✓	✓
Free factory verified calibration with all repairs	✓	✓	✓
Easiest service initiation – no PO or administrative payment processing needed	✓	✓	✓
Extension of factory warranty	✓	✓	✓
Coverage of user-caused electrical overstress (EOS) and electrostatic discharge (ESD) damage		✓	✓
Coverage from accidental damage		✓	✓
Loaner unit shipped while equipment is in service			✓
Pre-paid factory calibration plan	Optional Add-On	Optional Add-On	Optional Add-On

## Ordering Information

Gold Care can be added as an option using the ordering nomenclature below with selected Tektronix instruments.

Option	Description
Opt. T3	The 3 year Total Product Protection Plan includes coverage from wear and tear, accidental damage, ESD or EOS.
Opt. T5	The 5 year Total Product Protection Plan includes coverage from wear and tear, accidental damage, ESD or EOS.

1 Certain limits apply, see program terms for details.  
Some service plans may not be available in certain geographies. Please check with your local sales office for confirmation –tek.com/contact\_us.

See all service plans and details  
[www.tek.com/en/services/factory-service-plans](http://www.tek.com/en/services/factory-service-plans)