

Tek Care Service Plans

Your Uptime and Value Protection Is Our Priority!

Tek Care repair plans are designed for customers seeking high availability of their instruments, at an economical cost.

As the original equipment manufacturer, Tektronix guarantees your repaired instrument is returned to like-new factory performance. Our worldwide service centers are staffed by experienced technicians, and equipped with proprietary tools and software optimized for restoring your Tektronix products to like-new condition. Your instruments also receive the latest firmware updates and safety modifications with each repair.



Key Features

The Tek Care service plan safeguards your investment and keeps your Tektronix products running like new with an extension of the factory warranty. The Tek Care service plan includes:

- Fast turnaround time
- Covers full repair costs including all parts, labor, and transportation
- Instruments returned to like-new factory performance
- 90 day service warranty
- Includes calibration (if necessary) and adjustments to published accuracy specifications



Convenience

Minimize downtime and ensure peak performance of your instruments with a Tek Care repair plan. These plans offer the convenience of simple service initiation with one click or a phone call - no quotes, purchase orders or approval delays. Online tools are provided for added visibility as your instruments progress through the service process.

Cost Effectiveness

A Tek Care repair plan is an effective way to control costs and protect your investment from unplanned expenses.

Our plans cover all parts, labor and transportation costs for up to 5 years of price protection. Tek Care repair plans must be ordered at the time of instrument purchase.

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 17025:2005
- 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):

Service Plan Feature	Total Protection (Opt. T3, T5)	Gold Care (Opt. G3, G5)	Keithley Care (Opt EW, 3Y-EW, 5Y-EW)	Tek Care (Opt. R3, R5)
Extension of factory warranty	✓	✓	✓	✓
Protection from manufacturer defects	✓	✓	✓	✓
Free factory certified calibration with repair (if necessary)	✓	✓	✓	✓
Free in-country shipping	✓	✓	✓	✓
Priority on-bench service	✓	✓		
Coverage of user-caused EOS and ESD damage	✓	✓		
Coverage from accidental damage	✓			
Coverage from normal wear and tear	✓			
Loaner unit during repair shipped within 48 hours		✓		

Ordering Information

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

Option	Description
Opt. R3	Standard warranty extended to 3 years. Covers parts, labor and 2 day shipping within country. Guarantees faster repair time than without coverage. All repairs include calibration and updates. Hassle free - a single call starts the process.
Opt. R5	Standard warranty extended to 5 years. Covers parts, labor and 2 day shipping within country. Guarantees faster repair time than without coverage. All repairs include calibration and updates. Hassle free - a single call starts the process.

Some service plans may not be available in certain geographies. Please check with your local sales office for confirmation — tek.com/contact_us.