

Tekselect Product FAQ

Q: Where do TekSelect products originate?

A: TekSelect inventory comes from various sources

- Former demonstration units
 - Special events such as the Olympics or trade shows
 - Excess factory inventory
 - Customer returns
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Q: What warranty is included on a TekSelect product?

A: TekSelect products are sold with the same warranty as our new products. Extended service options are also available on most products.

Q: What performance can be expected from a TekSelect product?

A: TekSelect products are reconditioned to factory specifications and meet the same high standards of quality that you've come to expect from Tektronix. You never sacrifice performance when purchasing a TekSelect product.

Q: Are TekSelect products the same configuration as what is currently being produced as new products?

A: All products are reconditioned to the configuration they were in when originally manufactured. Tektronix does not represent that TekSelect products will match the current option configuration offered in new products.

Q: What operating system and firmware is included?

A: Unless otherwise noted, the operating system and firmware is the same that is currently shipping with a new product.

Q: What is the appearance and condition of a TekSelect product?

A: Because these most likely are used products, you'll probably notice normal wear and tear on them. What you sacrifice in aesthetics, however, you make up for in price and functionality. Remember that while the TekSelect products may have a few dings and scratches, they come with a standard product warranty at substantial savings from the list price. We stand behind our TekSelect products.

Q: Can options be added to a TekSelect product?

A: In most cases an option can be added to a TekSelect product. If there is an upgrade kit available to add the desired option, we can add it.