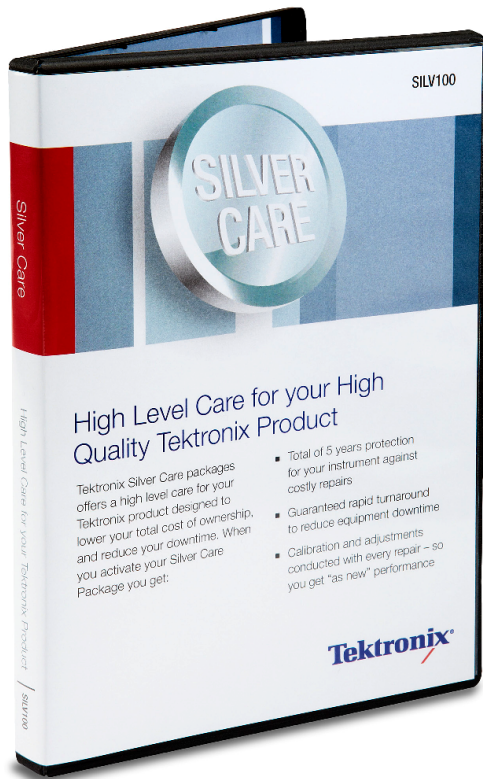# Silver Care Packages

5 Years of Complete Service Coverage for your High Quality Tektronix Product

Silver Care Packages offer 5 years of complete coverage for your Tektronix product. Lower your total cost of ownership and reduce your downtime.

Get the coverage you deserve from a Silver Care Package

- Minimize Downtime – Faster repair time than without coverage (average is 5 days faster)

- No Additional Repair Costs – Service package covers all parts, labor, and transportation (2-day air shipment in both directions within the country)

- "Like-new" Factory Performance – Instruments returned to like-new factory performance after the repair is completed

- No Hassle Service – No purchase orders, quotes, or approval delays – you are one phone call away from starting the repair process

Priority care

Minimize downtime with a Tektronix Silver Care Package. As a Silver Care Package owner you are one phone call away from starting your repair process – no quotes, purchase orders, or approval delays. Your instrument gets priority in the queue at the depot, and online tools are available to book your repair order and track your instrument's progress.

Tektronix service coverage spans the globe. Depot technicians around the world have immediate access to Tektronix replacement parts and tools. Getting you back to work quickly is our priority.

No additional repair costs

A Tektronix Silver Care Package is an effective way to control costs and protect you from unplanned expenses. With the Silver Care Package, 5 years of coverage costs a fraction of a single product repair. Our plans cover all parts and labor, and 2-day transportation within the country. Tektronix Silver Care Packages are designed for customers seeking high availability of their instruments, while keeping the total cost of ownership low and predictable.

Performance

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

Compliance

All repair work includes calibration and adjustments to restore published accuracy specifications, ensuring that all measurement results can be trusted. Calibrations are performed under ISO9001:2008 Registered Quality System and in compliance with metrology standards:

- ISO/IEC 17025:2005
- ANSI/NCSL Z540.1-1994 (R2002)
- ISO9001:2008

Highest quality

We restore your instruments to like-new factory performance so you can put them back to work quickly, at a significantly lower cost than unplanned, on-demand repair service. That is your Tektronix Service Advantage.

Ordering information

Models

Tektronix has 5 different Silver Care Packages available for the products below:

Silver Care 100	Silver Care 200		Silver Care 400	
DMM4000 Series	ADA400A	P5200A	AFG3251	TCP202
PWS2000 Series	AFG3011	P5202A	AFG3252	TCP305
PWS4000 Series	AFG3021B	P5205A	CT6	TCP312
TDS1001C-EDU	AFG3022B	P5210A	DPO3000 Series	TCPA400
TDS1002C-EDU	AFG3101	TCA-VP150	FCA3020	TDS3000 Series
TDS1012C-EDU	AFG3102	THDP0100	FCA3120	TDS3032C-AF
TEK-USB-488	DPO2000 Series	THDP0200	MSO3000 Series	TDS3032C-GSA
TPP0500	DPO2012-GSA	TMDP0200	P5205	TDS3034C-GSA
TPP1000	FCA3000	TPA-BNC	P6243	TDS3054C-GSA
	FCA3003	TPP0502	P6516	THS3014
	FCA3100	TPP0850	P6616	THS3024
	FCA3103	TPS2000 Series	TCPA300	
	MSO2000 Series			

Silver Care 600		Silver Care 900	
1103	P6701B	DP-AUX	P7240
80A03	P6703B	MDO4000 Series	TAP2500
DPO4000 Series	RTPA2A	P6247	TAP3500
DPO4000B Series	TAP1500	P6248	TDP1000
DPO4000 GSA Series	TCA-1MEG	P6251	TDP1500
MCA3000 Series	TCP0030	P6330	TDP3500
MSO4000 Series	TCP0030-GSA	P7225	
MSO4000B Series	TCP0150		
MSO4000 GSA Series	TCP0150-GSA		
P5210	TCP303		
P6015A	TCP404XL		
P6245	TDP0500		
P6246	TEK-DPG		

This list is subject to change. View a current listing of Tektronix Products eligible for a Silver Care Package at www.tektronix.com/service/carelist.pdf.

Datasheet

For Further Information. Tektronix maintains a comprehensive, constantly expanding collection of application notes, technical briefs and other resources to help engineers working on the cutting edge of technology. Please visit www.tektronix.com.

20 Jun 2013

81W-27237-2

www.tektronix.com