

## Total Product Protection

### If We Can't Fix It, We'll Replace It!

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), 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
- Coverage from wear and tear
- Covers damage caused by ESD or EOS events<sup>1</sup>
- Single point of contact to manage your service journey
- Return shipping at no cost
- Includes calibration (if necessary) and adjustments to published accuracy specifications

## 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 (if necessary) and ship your equipment back to you at no charge.
- **Step 4:** If Tektronix cannot fix your instrument, we will replace it.

## 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)	Gold Lite	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

Total Product Protection 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 repair-or-replacement coverage from wear and tear, accidental damage, ESD or EOS. Guarantees faster repair time than without coverage.
Opt. T5	The 5 year Total Product Protection Plan includes repair-or-replacement coverage from wear and tear, accidental damage, ESD or EOS. Guarantees faster repair time than without coverage.

<sup>1</sup> Certain limits apply, see program terms for details.