



# Agilent Semiconductor Test Equipment Loaner Services Program

## Technical Overview

### Maximizing the efficiency of your hardware support services

#### Service overview

To ensure the continued success of your business, it is essential that your automated test equipment is working when you need it. That means while instruments within your present automated test equipment are being serviced, you need to have Agilent replacement instruments available to you. Since system uptime is critical, Agilent is prepared to assist by providing the instruments that keep your systems running smoothly.

When you team up with Agilent, you get an experienced worldwide partner with extensive expertise in the semiconductor industry. Agilent's field support experts are trained and ready to support you by providing the necessary automated test equipment upon which your business depends.

#### The Agilent Loaner Services Program has two levels:

- **Exclusive Loaner:** You will receive exclusive rights to a dedicated loaner for specific instruments within your automated test equipment. You will not experience any system downtime while your instruments are being serviced.

- **Non-Exclusive Loaner:** You will share the rights to specific loaner instruments for your automated test equipment with other Agilent customers. Since these instruments are shared, scheduling conflicts may occur, but every effort will be made to minimize system downtime.

#### Features and benefits

- Agilent's Loaner Services Program is combined with your active on-site automated test hardware support agreement and has the same response time. So, all of this support is available to you on one support agreement, making it easier for you to get the service you need when you need it.
- Agilent will remove and return the instruments to be serviced at a mutually agreed upon time, as well as replace them with the loaner instruments outlined in the active support agreement. As a result, you don't have to worry about transporting the equipment yourself.
- Agilent is responsible for the maintenance of the loaner instruments so they run smoothly and your operation won't be interrupted.



## Product benefits

The following prerequisites are necessary for Agilent to perform effectively when providing the Agilent Loaner Services Program.

- The customer will provide Agilent with access to the products covered by the Agilent Loaner Services Program.
- The customer will have an active Agilent on-site automated test hardware support agreement that specifies the instruments within the automated test equipment that will be covered under the Agilent Loaner Services Program.

## Recommendations

If your equipment is due for calibration, Agilent recommends that you schedule this service in advance.

## Ordering information

For more information or to purchase this service, contact your local Agilent sales representative.

## Agilent Technologies' Test and Measurement Support, Services, and Assistance

Agilent Technologies aims to maximize the value you receive, while minimizing your risk and problems. We strive to ensure that you get the test and measurement capabilities you paid for and obtain the support you need. Our extensive support resources and services can help you choose the right Agilent products for your applications and apply them successfully. Every instrument and system we sell has a global warranty. Two concepts underlie Agilent's overall support policy: "Our Promise" and "Your Advantage."

### Our Promise

Our Promise means your Agilent test and measurement equipment will meet its advertised performance and functionality. When you are choosing new equipment, we will help you with product information, including realistic performance specifications and practical recommendations from experienced test engineers. When you receive your new Agilent equipment, we can help verify that it works properly and help with initial product operation.

### Your Advantage

Your Advantage means that Agilent offers a wide range of additional expert test and measurement services, which you can purchase according to your unique technical and business needs. Solve problems efficiently and gain a competitive edge by contracting with us for calibration, extra-cost upgrades, out-of-warranty repairs, and on-site education and training, as well as design, system integration, project management, and other professional engineering services. Experienced Agilent engineers and technicians worldwide can help you maximize your productivity, optimize the return on investment of your Agilent instruments and systems, and obtain dependable measurement accuracy for the life of those products.

**For more information on Agilent Technologies' products, applications or services, please contact your local Agilent office. The complete list is available at:**

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