Agilent Technologies

EMT Support Delivery Guidelines: Automated Optical Inspection Systems

	Agilent AOI Cooperative Hardware Support Sevices		Agilent AOI Bundled Hardware and Software Support Services		AOI Phone support and Software Updates		AOI Software Updates	
Agilent Exhibit	S0013	S0013	S0013 S0021	S0013 S0021	S0021	S0021	N/A	N/A
Description	AOI Cooperative Support with parts, (8X5 down system phone support)	AOI Cooperative Support with parts, (24X7 down system phone response)	AOI Cooperative 8x5 full hardware and software support - (equivalent of R-9LF-501 and R-9KW-501)	AOI Cooperative 24x7 full hardware and software support - (equivalent of R-9LF-502 and R-9KW-502)	AOI HW/SW 8x5 phone support & SW updates	AOI HW/SW 24x7 phone support & SW updates	Software Updates Subscription	Time and Material (repair service)
Customer's Responsibility	Customer support technician who calls Agilent for help must have attended paste, pre-, or post-reflow training and basic hardware (or equivalent experience in Agilent's judgment) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back. This person must be willing to work with an Agilent support engineer to diagnose and solve the problem. Level 1 & 2 spares kit highly recommended. This person must be able to replace all part types that are provided with a Level 1 & 2 spares kit (base and coop level 2). Agilent will provide on our judgment onsite visits to fix problems not included in the Level 1 & 2 spares or those problems which cannot be diagnosed over the phone (until 4.10 SJ software release). Customer is responsible for maintaining a system recovery image for each system, calibrating the system, and installing software updates.				Customer support technician or test engineer who calls Agilent for help must have attended paste, pre-, or post-reflow training and basic hardware (or equivalent experience in Agilent's judgment) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back. This person must be willing to work with an Agilent support engineer to diagnose and solve the problem. Customer is responsible for installing the software. Customer is responsible for all repairs. If an Agilent resource is required, Time and Material charge rates apply. The customer is responsible for calibrating the system.		Software must be on current revision or up to a max of 2 revisions back. Phone Suport is covered under system serial number (either R-9KY or R-9LF products)	Customer support technician who calls for help should have attended past, pre-, or post reflow training and should be able to discuss symptoms so Tier 2 can diagnose fault and CE arrives with appropriate part in hand for onsite time & material repair
Onsite Support, Response Time	8 X 5, Next Business Day for repair services other than customer responsibility or recommended by Agilent. (Any gantry repairs are performed by Aerotech or Amarad depending on which gantry is used in the particular system.)				Not included, Time and Material available for an extra charge		Not Included	Charged by the hour for travel and repair, provided parts are available, within 3 days.Extra charges are applicable for faster response time*
Yearly Account Management Review	Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone or in person).				Not included		Not Included	No
Telephone coverage type	Hardware (down system, spare part [kit] replenishment)		Complete HW/SW				Not Included	Hardware (down system)
Telephone Assistance and Response Time	8 X 5, 2 coverage hours telephone call back	24 X 7 Telephone or Web log in, 2 coverage hours telephone call back	8 X 5, 2 coverage hours telephone call back, 4 hours for SW support	24 X 7 Telephone or Web log in, 2 coverage hours telephone call back	8 X 5, 2 coverage hours telephone call back for down system, 4 hours for SW support	24 X 7, 2 coverage hours telephone call back for down system, 8x5 4 hours for SW support	--	8x5, 4 coverage hours telephone call back
Telephone Coverage Days	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	Mon to Fri, Business days, no local Agilent holidays	Mon to Sun, 365 days per year	--	Mon to Fri, Business days, no local Agilent holidays
Parts	Included, next business day part delivery 90% of the time. Parts for discontinued systems will have an expected longer response time.				No, parts are available for an extra charge		n/a	Included (at list price plus local duties and taxes)
Preventive Maintenance	n/a						--	No
System Calibration	No, Customer is responsible for calibrating the system at least once every 3 months						--	No
Software Update Subscription	Not included		Included				Included	No
Software Update Installation	Not included						Not Included	No

*Not applicable to all locations. Please check with your local Agilent offices for more informaton.

Information contained in this document is subject to changes