

PCB Test and Inspection Support Delivery Guidelines: X-ray Test products

Support Service Type	Agilent Onsite Hardware Support Services (AXI System & X-ray sub-system)				Agilent Cooperative Support Services (AXI System only--x-ray sub-system is always repaired onsite)		Agilent Software Support Products		
Description	Onsite Next Day 8x5 Support	Onsite Priority 12x5 Support (Not available in all locations.)	Onsite Priority Plus 24x7 Support (Not available in all locations.)	Onsite 3 day response	Cooperative Support with parts-8x5 phone support	Cooperative Support with parts-24x7 phone support	Response Center Support (Software Phone Support)	Software Update Subscription	
Customer's Responsibility	Customer support technician provides monthly PMs and the person who calls Agilent for help should have received operator training and introductory maintenance training. This person should be able to work with Agilent support experts to help diagnose problem so CE can arrive with appropriate part in hand for onsite repair in many cases. If the person who calls in does not have this training, repair will be delayed and down time will increase. More than one onsite visit may be required to fix the problem.				Customer support technician or test engineer who calls Agilent for help must have attended the Agilent classes for operator training, introductory, coop 1, and coop 2 maintenance training. This technician is responsible for providing monthly PMs and will work with Agilent support experts to diagnose and repair failed parts that are included in the spare parts kits (such as motors and PCBAs). The support technician may request assistance with the Z motor assembly replacement and installation if desired. Spare parts kits are highly recommended to minimize down time. Onsite contract is required for x-ray subsystem (including high voltage and interlock assemblies) and only Agilent qualified personnel should repair this part of the system, as well as those consumables used with this part of the system. Customer is responsible for returning failed exchange parts back to Agilent. Agilent reserves the right to charge the Customer for those exchange parts not returned. Starting 1 January 2005, if the above stated responsibilities are not met, you (the customer) will be contacted by your account manager to discuss how you can take responsibilities.		Customer test engineer or support technician who calls Agilent for help must have attended users training (or equivalent experience) and the system (or test development) must be on the latest revision of software or up to max of 2 revisions back.		Customer is responsible for installing the software. Response Center Support is highly recommended
Onsite Support, Response Time	8x5, Next Business Day	12x5, within 4 coverage hours (7am to 7pm customer local time)	24x7, within four hours	8x5, 3 business days	8x5, Next Business Day, for repair services which are not the customer responsibility or are recommended by Agilent.		When Critical upon Agilent's determination. For application program issues onsite service provided by local applications engineer at an extra charge, if available.	--	
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).				Includes a site review of all system configurations, support and upgrade recommendations (may be completed over the phone).		No	No	
Telephone Assistance and Response Time	8x5, 2 coverage hours telephone call back		24x7 Telephone or Web log in, 2 coverage hours telephone call back (call back after business hours will be spoken in English)	8x5, 2 coverage hours telephone call back	8x5, 2 coverage hours telephone call back	24x7 Telephone or Web log in, 2 coverage hours telephone call back (Call back after business hours will be spoken in English)	8x5, 4 coverage hours telephone call back	Only to report a software problem	
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 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.	Included, majority of parts stocked locally. Four hour response 90% of the time for 5DX systems in active production. Response time will be longer for discontinued systems.		Included, 3 day parts delivery	Included, next business day part delivery 90% of the time. Spare Parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	Included, next business day part delivery 90% of the time. Spare Parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.	--	--	
Preventive Maintenance. These semi-annual PMs include X-ray Survey, Confirmation and Adjust, and Lubrication	Two per year included (on mutually agreed-upon schedule)				Two per year included (on mutually agreed-upon schedule)		--	--	
System Calibration	N/A				N/A		--	--	
Software Update Subscription	No				No		--	Included	
Software Update Installation	No				No		--	No	