PCB Test and Inspection Support Delivery Guidelines: Automated Optical Inspection products

Support Service Type	Agilent Cooperative Hardware Support Sevices		Agilent Bundled Hardware and Software Support Services		Agilent Software Support Services			Time and Material (repair service)
Description	AOI Cooperative Support with parts-8x5 phone support	AOI Cooperative Support with parts-24x7 phone support	AOI Cooperative 8x5 full support - (equivalent of R-9LA, R-9KW-501, and R-UVF-5C1)	AOI Lite - Hardware/Software phone support site license and software updates	RCS Site License 8x5	RCS Site License 24x7	Software Updates Subscription	Time and Material (repair service)
Customer's Responsibility	Customer support technician who calls Agilent for help must have attended the Agilent paste, pre-, or post-reflow training class and Agilent basic hardware maintenance training class. 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 is required. 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 is responsible for returning any failed exchange parts back to Agilent. Agilent reserves the right to charge the customer for those parts not returned.			Customer support technician or test engineer who calls Agilent for help must have attended an Agilent paste, pre-, or post-reflow training class and Agilent basic hardware maintenance training class. The system (or test development) must be on the latest revision of software or up to max of 2 revisions back. The customer support technician 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.	Customer support technician or test engineer who calls Agilent for help must have attended paste, pre-, or post-reflow training and the system 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.	Provides monthly PMs and the Customer test engineer or support technician who calls Agilent for help must be able to work with Agilent support experts to help diagnose problem so CE can arrive with appropriate part for onsite T&M repair, when possible.
Onsite Support, Response Time	8x5, Next Business Day for repair services other than customer responsibility or recommended by Agilent. Until January 05, failure of a part type contained in the spare parts kit may also be repaired on-site if required.			Not included	Not included		Not Included	Charged by the hour for travel and repair, provided parts are available, within 3 days. Extra charge ($1500 USD) for faster service
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	--	--		No
Telephone coverage type	**Hardware** (down system, spare part [kit] replenishment)	**Complete** (Hardware-down system, spare parts replenishment, Software)			**Hardware** (down system)/ **Software**		**Only to report a software problem**	Hardware (down system)
Telephone Assistance and Response Time	8x5, 2 coverage hours telephone call back	24x7 Telephone or Web log in, 2 coverage hours telephone call back	8x5, 2 coverage hours telephone call back for down system, 4 hours for software support		8x5, 2 hours telephone call back, 4 coverage hours for SW support	24x7, 2 hours telephone call back, 4 coverage 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 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. Spare Parts replenishment may have a longer delivery time. Parts for discontinued systems will have an expected longer delivery time.			**No, parts are available at an extra charge**	--		--	Included (at list price plus local duties and taxes)
Preventive Maintenance	**Not Included**				--	--	--	--
System Calibration	**Not Included,** Customer is responsible for calibrating the system at least once every 3 months				--	--	--	--
Software Update Subscription	**Not Included**		**Included**		**Not included**		**Included**	--
Software Update Installation	**Not Included**				**Not included**		**Not Included**	--