



Does your  
calibration and  
repair provider  
really measure up  
to the task?

**Support services for your  
Network Analyzer**



**Agilent Technologies**



## What really matters to you?

Falling quality?

Missed deadlines?

Damaged reputation?

Reduced profits?

Or all of these? Today's pressures are challenging, and they're only going to get more so in the future. Your customers will expect more – and your competitors will deliver it. Future success depends on streamlined operations with every part of your business processes running at peak performance. Agilent Technologies is committed to providing you with test solutions that help you achieve results faster. We have exclusive knowledge of how your Agilent Network Analyzers perform in your environment. Our repair and calibration services ensure you're not taking risks with your critical test equipment, and your business results.

## How much time do you spend managing your test equipment vendors?

More than you'd like?

More time than they spend on you?

Agilent provides a complete range of support services for your test equipment. We provide a wide range of repair and calibration services for Agilent equipment and we support many other OEM brands too. Agilent specializes in providing a full range of services to meet your changing needs. Our team of engineers is the best in the industry. Their in-depth knowledge of the latest developments in technologies, test techniques, measurement equipment and regulatory requirements means you will always stay on top of the competition.

## Are you getting what you paid for?

Knowledgable support team?

Peace of mind?

After more than 60 years in the test equipment business, we've seen cut price companies come and go. Many smaller test equipment maintenance companies claim to provide quality support services for your critical test equipment. On close examination, many of the 'full' calibration reports we've examined from those companies are not measuring key parameters. This isn't surprising to us. If a deal seems too good to be true, it often is. With Agilent, you can be sure that a full range of high-quality, comprehensive calibration and verification tests will be performed for every parameter of your Network Analyzer.



SERVICES	BENEFITS	FEATURES
<b>Return-to-Agilent Repair</b>	<ul style="list-style-type: none"> <li>• Reduced financial risk by getting instruments up and running quickly</li> <li>• Get it done right the first time</li> <li>• Ensure measurement confidence</li> </ul>	<ul style="list-style-type: none"> <li>• Agilent trained technicians, recommended parts</li> <li>• Latest automated verification systems for quality assurance</li> <li>• Repair service centers located across the globe</li> <li>• Access to R&amp;D design and manufacturing</li> </ul>
<b>Return-to-Agilent Calibration Services</b>	<ul style="list-style-type: none"> <li>• Ensure accurate, valid and useful information from your design and test instrumentation</li> <li>• Optimize measurement confidence through quality calibration</li> <li>• Maximize precision and utilization of equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Latest Agilent technology – &gt;70% calibrations automated</li> <li>• Standards compliant processes and documentation</li> <li>• Direct links back to factory for latest information</li> <li>• Scheduling tools to meet delivery commitments</li> <li>• Single vendor solution – services for most brands available</li> <li>• Calibration service centers across the globe</li> </ul>
<b>VOSCAL (Volume On-Site Calibration)</b>	<ul style="list-style-type: none"> <li>• Improved production – maximize uptime</li> <li>• Convenience – calibrate your entire inventory at a single or multiple visits</li> <li>• Lower costs – reduces cost of logistics, transport and rental</li> </ul>	<ul style="list-style-type: none"> <li>• A fully operational, high quality calibration laboratory at your site, complete with high-specification systems and automation</li> <li>• Dedicated project manager with a mutually agreed calibration schedule meaning minimal disruption</li> <li>• Lower costs – reduces cost of logistics, transport and rental and/or purchase of spares</li> </ul>
<b>On-Site Repair (for systems only)</b>	<ul style="list-style-type: none"> <li>• Reduced risk – get your equipment up and running quickly</li> <li>• Accuracy – OEM design and manufacturing knowledge means getting it right the first time</li> <li>• Quality – Agilent On-Site Repair teams are made up of our best service specialists</li> </ul>	<ul style="list-style-type: none"> <li>• Access to global resources</li> <li>• Extensive parts availability for fast repair</li> <li>• Remote diagnostics available for some systems</li> <li>• Minimal downtime on mission critical equipment</li> </ul>

## Quality doesn't count, or does it?

**Absolute confidence that your instruments are operating at optimal levels?**

**Calibrations compliant to international standards and original specifications?**

Standards compliant calibration is exactly that – guaranteed to ensure your instruments are calibrated in accordance with international standards – ISO9000, 17025, and others. Our calibration processes ensure you have full traceability, and the documentation to prove it.

## Who are you trusting your reputation to?

**A trusted solutions partner?**

**A service provider you can depend on?**

**A team you can depend on?**

Absolute confidence in your test equipment is essential to ensure you meet your customer's expectations. Don't take chances with your reputation as a quality provider – we don't.

## **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. Support is available for at least five years beyond the production life of the product. 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 use Agilent equipment, we can verify that it works properly, help with product operation, and provide basic measurement assistance for the use of specified capabilities, at no extra cost upon request. Many self-help tools are available.

### **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.

**By internet, phone, or fax, get assistance with all your test & measurement needs**

**Online assistance:**  
**[www.agilent.com/find/assist](http://www.agilent.com/find/assist)**

**Phone or Fax  
United States:**  
(tel) 1 800 452 4844

**Canada:**  
(tel) 877 894 4414  
(fax) (905) 282 6495

**China:**  
(tel) 800 810 0189  
(fax) 1 0800 650 0121

**Europe:**  
(tel) (31 20) 547 2323  
(fax) (31 20) 547 2390

**Japan:**  
(tel) (81) 426 56 7832  
(fax) (81) 426 56 7840

**Korea:**  
(tel) (82 2) 2004 5004  
(fax) (82 2) 2004 5115

**Latin America:**  
(tel) (305) 269 7500  
(fax) (305) 269 7599

**Taiwan:**  
(tel) 080 004 7866  
(fax) (886 2) 2545 6723

**Other Asia Pacific Countries:**  
(tel) (65) 375 8100  
(fax) (65) 836 0252  
Email: [tm\\_asia@agilent.com](mailto:tm_asia@agilent.com)

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