



PRODUCT SUPPORT INFORMATION

2461 VXI Counter/Timer 200MHz Universal Counter/Timer



- Extended warranty period of 1, 2 or 3 years*
- Flexible maintenance contracts*
- Choice of Express turnaround for calibration*
- Various hardware support packages*
- Exchange/Loan equipment options*

“A flexible approach to match your priorities and meet your expectations”

Maintenance Contracts

Flexible maintenance contracts can be arranged at any period during the lifetime of the product.

Extended Warranty

Additional one, two or three year extended warranty packages are available at the time of purchase.

Hardware Support

Various packages are available for hardware support of the system, including the PC.

Standard Warranty

Standard hardware warranty is 12 months from the date of delivery.

Calibration Turnaround

Various priority calibration turnarounds are available: three or five (standard) working days.

Flexibility

A tailored support package can be devised for your particular requirements.

Training

Operator training courses can be devised to meet your specific requirements.

PRODUCT SUPPORT SERVICE CODE INFORMATION

Code	Description	Detail
C1	One annual calibration	Certificate of calibration to published specification. Traceable to national standards. Includes any necessary adjustments or optimisation and calibration results, as requested.
C2	Two annual calibrations	As C1 – Two (annual) calibrations.
C3	Three annual calibrations	As C1 – Three (annual) calibrations.
D1	One annual <i>pre</i> and <i>post</i> calibration	As C1 – Includes pre-adjustment (before) and post-adjustment (after) results recorded.
D2	Two annual <i>pre</i> and <i>post</i> calibrations	As D1 – Two year period.
D3	Three annual <i>pre</i> and <i>post</i> calibrations	As D1 – Three year period.
X3	Express three-day calibration	As C1 – Calibration turnaround is three days. May be added to any option that includes calibration.
W1	One year extended warranty with calibration	As C1 – Includes repair. Service report available on request.
W2	Two year extended warranty with annual calibration	As W1 – Two year period.
W3	Three year extended warranty with annual calibration	As W1 – Three year period.
WD1	One year extended warranty with <i>pre</i> and <i>post</i> calibration	As W1 and D1.
WD2	Two year extended warranty with annual <i>pre</i> and <i>post</i> calibration	As WD1 – Two year period.
WD3	Three year extended warranty with annual <i>pre</i> and <i>post</i> calibration	As WD1 – Three year period.
T	Operator training courses	Training courses can be devised to meet your specific requirements. Please contact the Help Desk for details.

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