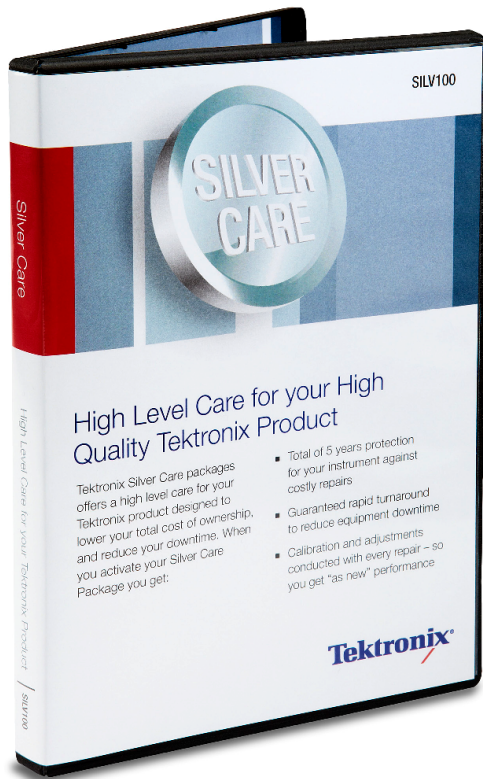


Silver Care Packages

5 Years of Complete Service Coverage for your High Quality Tektronix Product



Silver Care Packages offer 5 years of complete coverage for your Tektronix product. Lower your total cost of ownership and reduce your downtime.

Get the coverage you deserve from a Silver Care Package

- Minimize Downtime – Faster repair time than without coverage (average is 5 days faster)
- No Additional Repair Costs – Service package covers all parts, labor, and transportation (2-day air shipment in both directions within the country)
- "Like-new" Factory Performance – Instruments returned to like-new factory performance after the repair is completed
- No Hassle Service – No purchase orders, quotes, or approval delays – you are one phone call away from starting the repair process

Priority care

Minimize downtime with a Tektronix Silver Care Package. As a Silver Care Package owner you are one phone call away from starting your repair process – no quotes, purchase orders, or approval delays. Your instrument gets priority in the queue at the depot, and online tools are available to book your repair order and track your instrument's progress.

Tektronix service coverage spans the globe. Depot technicians around the world have immediate access to Tektronix replacement parts and tools. Getting you back to work quickly is our priority.

No additional repair costs

A Tektronix Silver Care Package is an effective way to control costs and protect you from unplanned expenses. With the Silver Care Package, 5 years of coverage costs a fraction of a single product repair. Our plans cover all parts and labor, and 2-day transportation within the country. Tektronix Silver Care Packages are designed for customers seeking high availability of their instruments, while keeping the total cost of ownership low and predictable.

Performance

As the original equipment manufacturer, Tektronix guarantees your repaired instrument is returned to like-new factory performance. Our worldwide service centers are staffed by the most experienced technicians in the industry, and are equipped with the tools and software optimized to restore your products to like-new condition. Your instruments receive the latest firmware updates and safety modifications.

Compliance

All repair work includes calibration and adjustments to restore published accuracy specifications, ensuring that all measurement results can be trusted. Calibrations are performed under ISO9001:2008 Registered Quality System and in compliance with metrology standards:

- ISO/IEC 17025:2005
- ANSI/NCSL Z540.1-1994 (R2002)
- ISO9001:2008

Highest quality

We restore your instruments to like-new factory performance so you can put them back to work quickly, at a significantly lower cost than unplanned, on-demand repair service. That is your Tektronix Service Advantage.

Ordering information

Models

Tektronix has 5 different Silver Care Packages available for the products below:

Silver Care 100		Silver Care 200		Silver Care 400	
DMM4000 Series	ADA400A	P5200A	AFG3251	TCP202	
PWS2000 Series	AFG3011	P5202A	AFG3252	TCP305	
PWS4000 Series	AFG3021B	P5205A	CT6	TCP312	
TDS1001C-EDU	AFG3022B	P5210A	DPO3000 Series	TCPA400	
TDS1002C-EDU	AFG3101	TCA-VP150	FCA3020	TDS3000 Series	
TDS1012C-EDU	AFG3102	THDP0100	FCA3120	TDS3032C-AF	
TEK-USB-488	DPO2000 Series	THDP0200	MSO3000 Series	TDS3032C-GSA	
TPP0500	DPO2012-GSA	TMDP0200	P5205	TDS3034C-GSA	
TPP1000	FCA3000	TPA-BNC	P6243	TDS3054C-GSA	
	FCA3003	TPP0502	P6516	THS3014	
	FCA3100	TPP0850	P6616	THS3024	
	FCA3103	TPS2000 Series	TCPA300		
	MSO2000 Series				
Silver Care 600			Silver Care 900		
1103	P6701B	DP-AUX	P7240		
80A03	P6703B	MDO4000 Series	TAP2500		
DPO4000 Series	RTPA2A	P6247	TAP3500		
DPO4000B Series	TAP1500	P6248	TDP1000		
DPO4000 GSA Series	TCA-1MEG	P6251	TDP1500		
MCA3000 Series	TCP0030	P6330	TDP3500		
MSO4000 Series	TCP0030-GSA	P7225			
MSO4000B Series	TCP0150				
MSO4000 GSA Series	TCP0150-GSA				
P5210	TCP303				
P6015A	TCP404XL				
P6245	TDP0500				
P6246	TEK-DPG				

This list is subject to change. View a current listing of Tektronix Products eligible for a Silver Care Package at www.tektronix.com/service/carelist.pdf.

ASEAN / Australasia (65) 6356 3900
Belgium 00800 2255 4835*
Central East Europe and the Baltics +41 52 675 3777
Finland +41 52 675 3777
Hong Kong 400 820 5835
Japan 81 (3) 6714 3010
Middle East, Asia, and North Africa +41 52 675 3777
People's Republic of China 400 820 5835
Republic of Korea 001 800 8255 2835
Spain 00800 2255 4835*
Taiwan 886 (2) 2722 9622

Austria 00800 2255 4835*
Brazil +55 (11) 3759 7627
Central Europe & Greece +41 52 675 3777
France 00800 2255 4835*
India 000 800 650 1835
Luxembourg +41 52 675 3777
The Netherlands 00800 2255 4835*
Poland +41 52 675 3777
Russia & CIS +7 (495) 6647564
Sweden 00800 2255 4835*
United Kingdom & Ireland 00800 2255 4835*

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Denmark +45 80 88 1401
Germany 00800 2255 4835*
Italy 00800 2255 4835*
Mexico, Central/South America & Caribbean 52 (55) 56 04 50 90
Norway 800 16098
Portugal 80 08 12370
South Africa +41 52 675 3777
Switzerland 00800 2255 4835*
USA 1 800 833 9200

* European toll-free number. If not accessible, call: +41 52 675 3777

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For Further Information. Tektronix maintains a comprehensive, constantly expanding collection of application notes, technical briefs and other resources to help engineers working on the cutting edge of technology. Please visit www.tektronix.com.

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