

Total Product Protection

Total Product Protection Plan Datasheet

The new Total Product Protection from Tektronix protects your equipment for 3 or 5 years from accidental damage, wear and tear, and ESD or EOS events. This plan ensures your equipment remains like-new regardless of what happens. Simply ship your damaged equipment to a repair depot and we will repair or replace the unit within 3 days of receiving the equipment. In addition, your equipment will be cleaned and receive factory-certified calibration to ensure your unit is as good as new.

The Ultimate Solution

- 3 or 5-year protection plans .
- 5-day in-depot turnaround time.
- Coverage from wear and tear.
- Coverage from accidental damage.
- Covers damage caused by ESD or EOD events.
- Single point of contact to manage your service journey.
- Return shipping at no cost.
- Cleaning and calibration included with every repair.

Save time, money, and hassle with a multi-year repair plan. Whether your equipment has been sidelined by accidental damage or by normal wear and tear, your investment is protected under the Total Protection Plan. As the original equipment manufacturer, we will also apply firmware updates, make safety modifications, and make adjustments to ensure top performance out of your instrument.

Accidents happen

Whether you are in a controlled lab or on the floor of a manufacturing plant, your equipment can face a variety of hazards that could lead to costly repairs. Equipment that has been dropped, damaged in transit, poorly stored, or worse, result in thousands of dollars in repair costs. You can lower your unplanned costs dramatically with our Total Protection Plan.

Accidents happen, but we've got you covered.

How it works



Step 1

Call the number listed on your service contract to schedule repairs.



Step 2

Ship your equipment to the nearest repair depot.



Step 3

Allow technicians 5 days to diagnose and repair your equipment. If we can't fix it, we'll replace it!



Step 4

We'll clean, calibrate, and ship your equipment back to you at no charge.

Which plan is right for you?

The manufacturer warranty protects your equipment from equipment failure and design flaws, but you can also add a protection plan to extend your time under warranty and avoid costly repairs. Pick the option that is best for you:

	Total Protection	Gold Repair	Gold Lite	Warranty Repair
Protection from MFG Defects	✓	✓	✓	✓
Extension of MFG Warranty	✓	✓	✓	
Accidental Physical Damage	✓			
Device Replacement	✓			
Normal Wear and Tear	✓			
Cleaning and Preventative Maintenance	✓			
User-caused ESD Damage	✓	✓		
Loaner Unit During Repair		✓		
Term of Contract	3 or 5 Years	3 or 5 Years	3 or 5 Years	1 Year
Scheduled OEM Calibration		✓		



Tektronix is registered to ISO 9001 and ISO 14001 by SRI Quality System Registrar.

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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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