

NI Hardware and Systems: Premium Service Program



Improve uptime with the NI Premium Service Program for hardware, a program that delivers faster turnaround times for repair and calibration.

Premium Service Program Features

The NI Premium Service Program extends the included one-year warranty while offering express services to help you improve uptime, stick to your budget, and maintain traceable and accurate measurements at a fraction of the hardware list price per year.



Advanced Replacement

Improve uptime and productivity with fast turnaround times for replacement hardware.



Optional Expedited Calibration Plan

Maintain traceable measurements and receive faster calibration turnaround times with expedited calibration.



System Configuration, Assembly, and Test

Streamline your setup and reduce time to first measurement by having your system configured, assembled, and tested before it ships.

Service Offerings	Standard Service Program	Premium Service Program	Description	Turnaround Time
Program Duration	3 or 5 years	3 or 5 years	---	---
Extended Repair Coverage	✓	✓	NI restores your device's functionality and performs firmware updates and factory calibration.	<10 working days ¹ + standard shipping
System Configuration, Assembly, and Test ²	✓	✓	NI technicians assemble, install software in, and test your system per your custom configuration prior to shipment.	---
Advanced Replacement ³	---	✓	NI stocks replacement hardware that can be shipped immediately if a repair is needed.	<1 working day + express shipping
System Return Material Authorization (RMA) ²	---	✓	NI accepts the delivery of fully assembled systems when performing repair services.	---
Optional Calibration Plan (Additional Cost)	Standard	Expedited ⁴	NI performs the requested level of calibration at the specified calibration interval for the duration of the service program.	Standard: <10 working days + standard shipping Expedited: <3 working days + express shipping

Note: You can choose three- or five-year program durations for both Standard and Premium Service Programs. You can also customize the program duration if needed. Contact your NI sales representative to learn more about customizing your service program. ¹Non-RF products only. Standard extended repair coverage for RF products is <15 working days + standard shipping. ²This option is available for NI PXI, CompactRIO, and CompactDAQ systems. ³This option is not available for all NI products in all countries. Contact your local NI sales engineer for more information. ⁴Expedited calibration is only available for the traceable calibration level.

PremiumPlus Service Program

NI can customize the above offerings or provide additional entitlements such as on-site calibration, custom sparing, and life-cycle services through the PremiumPlus Service Program. Contact your NI sales representative to learn more.

ni.com/services/hardware