

## NI Hardware and Systems: Standard Service Program



Lower your total cost of ownership and avoid unplanned maintenance expenses with the NI Standard Service Program for hardware.

# Standard Service Program Features

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



## Extended Repair Coverage

Protect your investment and avoid unplanned maintenance expenses with extended repair coverage.



## 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.



## Optional Calibration Plan

Maintain accurate and traceable measurements with an optional calibration plan.

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 <sup>1</sup> + standard shipping
System Configuration, Assembly, and Test <sup>2</sup>	✓	✓	NI technicians assemble, install software in, and test your system per your custom configuration prior to shipment.	—
Advanced Replacement <sup>3</sup>	—	✓	NI stocks replacement hardware that can be shipped immediately if a repair is needed.	<1 working day + express shipping
System Return Material Authorization (RMA) <sup>2</sup>	—	✓	NI accepts the delivery of fully assembled systems when performing repair services.	—
Optional Calibration Plan (Additional Cost)	Standard	Expedited <sup>4</sup>	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. <sup>1</sup>Non-RF products only. Standard extended repair coverage for RF products is <15 working days + standard shipping. <sup>2</sup>This option is available for NI PXI, CompactRIO, and CompactDAQ systems. <sup>3</sup>This option is not available for all NI products in all countries. Contact your local NI sales engineer for more information. <sup>4</sup>Expedited 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 sparring, and life-cycle services through the PremiumPlus Service Program. Contact your NI sales representative to learn more.

[ni.com/services/hardware](http://ni.com/services/hardware)