SL1200A Series Scienlab Regenerative AC / Grid Emulator, 3-phase (3Φ), Single- and Dual-Range

SL1201A 600 V_{L-L} , 63 A, 30 kW / 42 kVA SL1202A 600 V_{L-L} , 63 A, 45 kW / 66 kVA SL1203A 600 V_{L-L} , 125 A, 90 kW / 130 kVA SL1212A 1200 V_{L-L} , 32.5 A, 45 kW / 68 kVA SL1213A 1200 V_{L-L} , 65 A, 90 kW / 135 kVA SL1214A 600 / 1200 V_{L-L} , 65 / 32.5 A, 45 kW / 68 kVA SL1215A 600 / 1200 V_{L-L} , 130 / 65 A, 90 kW / 135 kVA



SL1200A Software Front Panel (SFP) KS8400B PathWave Test Automation SL1220A AC / Grid Test Sequencing Plugin



Figure 1. SL1215A Dual-Range, 600 and 1200 VAC, 90 kW / 135 kVA



Introduction

Today's energy/grid infrastructure is changing and growing rapidly. Variable renewable energy (VRE) and inverter-based distributed energy resources (DERs) in the form of solar, wind, and battery storage are the dominant theme in global grid modernization initiatives. Within the automotive industry, the electrification of vehicles is expected to create significant demand on the grid for charging, while also expanding the opportunity for energy storage through vehicle-to-grid (V2G) power applications.

As the energy mix intensifies, so does the challenge of managing the way we produce, distribute, and consume electricity. "Smart" inverters with grid support functionality have emerged as a key enabler to overcoming such challenges. As a result, inverter manufacturers are required to adhere to a specific set of grid compliance/interconnection standards that necessitate the need for extensive test. To test, grid emulation equipment is required.

DERs are also moving to higher output voltages to reduce losses and costs, moving from 600 to 800 VAC, and potentially up to 1,000 VAC in the future (IEC-LV directive allows up to 1000 VAC). The goal of higher voltages combined with the requirement to provide grid support functions, such as high-voltage ride-through (HVRT), creates the need to test to even higher than the 1000 VAC limit.

To achieve the high voltages needed to test new inverter/control designs, inverter engineers often must either connect multiple power supplies in series or use an external transformer. This leads to costly, complex test setups with an inability to easily expand, along with reduced performance, wasted space, and other additional downsides.

Reduce system costs, complexity, and space with dual-voltage ranges and direct output up to 1200 VAC.

No transformer!

Decrease your time to market with easy-to-use software for automating grid conformance standard test.

Achieve low- and high-voltage¹ without addition of large, expensive transformer

The SL1200A series was designed to handle all your AC / grid test needs up to 1200 VAC, from 30 kW / 66 kVA to 810 kW / 1.2 MVA² without the need for a transformer. Two voltage ranges are available: 600 VAC and 1200 VAC, as well as two dual-range models. The 600 VAC models are ideal for low voltage inverter test as well as EV and EVSE charging test applications. The 1200 VAC models allow for (HVRT) testing at the IEC LV-AC limit without the need for a large, complex test setup. The new dual-range models can achieve both low- and high-voltage test in the same form factor.

Figure 2. Transformer

² Parallel up to nine (9) to achieve up to 810 kW / 1.2 MVA (±1.08 MWDC).



¹ Dual-range models: SL1214A and SL1215A only

Key features of the SL1200A three-phase AC emulator

- New dual-range models for low- and high-voltage AC and DC³ test in the same space
- High-Power AC (1, 2, or 3Φ) and DC power source
- Up to 1200 V_{L-L} (±1000 V_{DC}) is achieved at full specifications without a transformer
- Up to 1125 Arms (±3240 A_{DC}); up to 810 kW / 1.2 MVA with simple connection of nine units in parallel
- Test to standards, such as IEC 61000, UL 1741 SB, IEEE 1547-2018 / 1547.1-2020, GB/T 37408...
- Regenerative, bidirectional power solution with CV and CC modes, standard on all models
- Get up and running immediately with intuitive soft front panel (SFP) and test sequencing software⁴
- A complete, one-vendor solution of hardware, software, consulting, and support services worldwide
 for all grid-edge applications, such as EVSE / EV charging test, V2G, solar / PV inverter test, battery
 energy storage system test

Harmonics and Interharmonics

The SL1200A series has the capability of injecting and measuring even and odd harmonics and interharmonics up to the 50th order. With programming accuracy of 0.01% and measurement accuracy of ±0.05 Hz, harmonics and interharmonics can be injected as well as measured accurately, eliminating the need for an external power analyzer in most cases. A Software Front Panel (SFP) is included standard, making creation and measurement of harmonics for the SL1200A quick and easy.

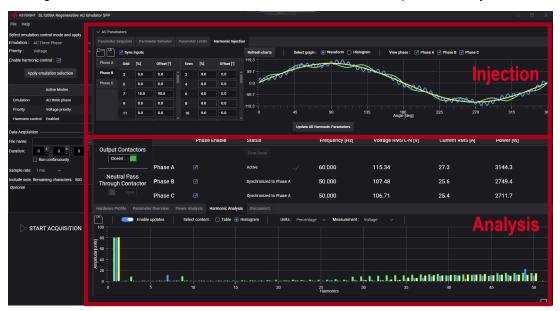


Figure 3. SL1200A Software Front Panel – Harmonics injection and analysis tab

⁴ SL1200A SFP is included free; KS8400B and SL1220A Test Sequencer require licenses after free trial.



3

³ For DC operation, option SDC is required.

Simplified Test Automation of Standards

KS8400B PathWave Test Automation provides powerful, flexible, and extensible test sequencing and test plan creation with additional capabilities that optimize your test software development and overall performance. The SL1220A AC / Grid Test Sequencer plugin provides a SL1200A test control library with pre-programmed grid transients for the KS8400B, from which test sequences can easily be developed to automate standards, such as:

IEEE 1547 AS/NZS 4777.2 GB/T 37408 VDE-AR-N 4105 CEI 0-16 UL 1741 SB G98/G99 GB/T 36547 VDE-AR-N 4110 CEI 0-21

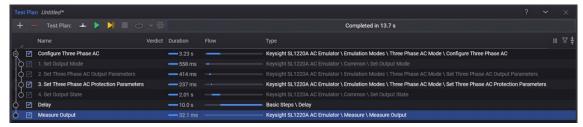


Figure 4. SL1220A Plugin running a test sequence

To learn more about the SL1220A and grid compliance test, please read our Grid Compliance Test brochure.

Balancing Real and Reactive Power Capability

Grid test standards require the grid emulator to source or load reactive power (PF < 1). For example, IEEE 1547.1-2020 states the need for PF = 0.9. This makes Apparent Power a key specification of a grid emulator. However, most standards tests are performed at PF = 1 making maximum Real Power an even more important specification. The ideal grid emulator provides as much real power (power density) as possible, with sufficient apparent power to provide for sourcing / loading with power factors < 1.

It is also clear from the definition of power factor:

PF = Real Power (kW) / Apparent Power (kVA),

the maximum Apparent Power of a grid emulator can't be provided at PF = 1 (see left graph in Figure 3). Keysight can provide graphs, such as Figure 3 below, to show the relationship between voltage, current, PF, kVA, and kW, enabling a clear understanding of the capabilities of the SL1200A.

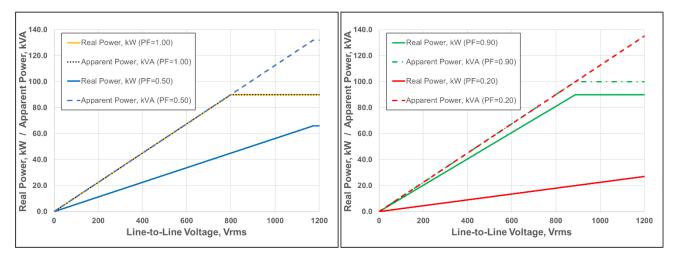


Figure 5. Operating voltage vs. real and apparent power by power factor for one (1) SL1213A



Test Flexibility

Dual AC and DC Voltage Ranges in Same Space

The new SL1214A and SL1215A models are dual-range AC and DC. The AC ranges are 600 VL-L and 1200 VL-L. Option SDC enables dual-range DC of ±500 V and ±1000 V. The dual ranges allow for testing to low- and high-voltage standards without compromising valuable lab space. It's like having two AC / grid emulators in one. If your current test needs only call for low-voltage, but you anticipate high-voltage test needs in the future, these dual-range models are a future proof investment.

Paralleling and "de-paralleling"

Up to nine (9) SL1200As with the same voltage range and power level can be arranged in parallel to achieve higher power up to 810 kW / 1.2 MVA (1.08 MW_{DC} with Option SDC) using a simple output combiner box and one cable for communication between the director and each follower. For example, any combination of nine (9) SL1212A (1200 VAC, 45 kW) and SL1214A (Dual-Range, 45 kW) units can be paralleled if the SL1214A is in the high-voltage range (1200 VAC).

SL1200A units can be easily paralleled and "de-paralleled" as many times as necessary to meet the needs of your current application.

High-Power DC operation up to ±1.08 MW (Option SDC)

Option SDC provides the additional hardware necessary to operate the SL1200A as a high-power, regenerative (bidirectional, 4-quadrant) DC power supply / electronic load up to ±1.08 MW. In today's ever-changing energy market, having AC and DC in one solution provides an extraordinary level of flexibility and futureproofing. There are many applications, such as AC and DC charging test, where AC and DC operation in the same system saves costs and space.



Figure 6. Three (3) SL1215A in parallel can achieve 270 kW / 405 kVA



SL1200A Regenerative AC Emulator Soft Front Panel (SFP)

The SL1200A Series of Regenerative AC Emulators are controlled using a user-friendly software front panel (SFP). All functions of the SL1200A are configured through the SFP, including firmware updates.

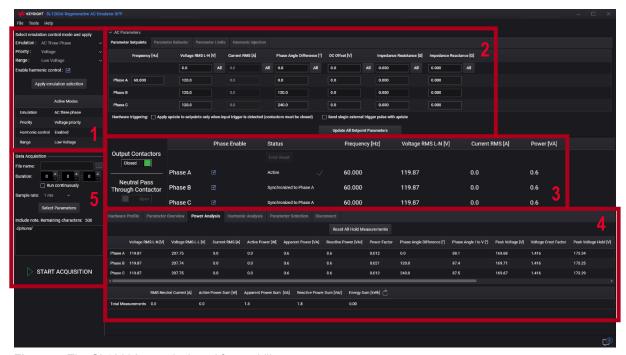


Figure 7. The SL1200A was designed for usability.

SFP functionality areas

- 1. Emulator configuration: Set emulation mode (1, 2, 3Φ, or DC), priority (voltage, current, or power), or range (dual-range models only)
- 2. Control parameters: Setpoints, behavior, and limits
- 3. On/Off control and measurements: Turn output/phases on/off control and basic measurements
- 4. Information tabs: System Profile, Parameter Overview, Power Analysis, Harmonic Analysis, Status, and Disconnect
- 5. Data acquisition: Create a file name, set duration and sample rate, enter notes, and click Start to begin capturing data.

Complete Solutions for Automotive and Energy Applications

When paired with Keysight's energy test solutions, the SL1200A Series provides a complete solution for PV Inverter, Energy Storage System inverter, and Charging (EV and EVSE) test.

Keysight's Photovoltaic / Solar Inverter Test Solutions

Whether your inverter has one or twelve inputs / MPPTs, Keysight's Photovoltaic / Solar Inverter Test Solution can help you go beyond the test standards to maximize performance and bankability.



Figure 8. SL1202A AC Emulator with PV8900A Solar Array Simulators and DG9000A PV software.

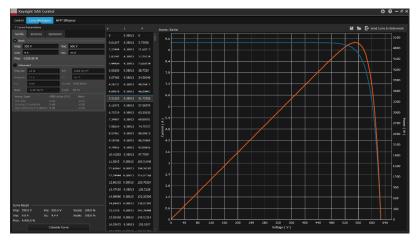




Figure 9. PV8900 Series (right) with DG9000A Software (left).

Learn more about the DG9000A and PV8900A Solar Array Simulator solutions at keysight.com.



Keysight's charging test solutions

Keysight's Scienlab Charging Discovery System Series (CDS) is a breakthrough solution for holistic test of all AC and DC charging interfaces of electric vehicles (EV) and electric vehicle supply equipment (EVSE). When coupled with an SL1214A AC emulator perform AC charging test, as shown below in Figure 10. The SL1214A can also test the AC input side of an EVSE as well as the high-voltage DC output side for DC fast charging (Option SDC required).



Figure 10. AC charging test with SL1214A Dual-Range AC Emulator and SL1040A Charging Discovery System test.



Figure 11. (From left to right) SL1040A EMC, SL1040A Portable, and SL1047A High-Power.

Learn more about the SL1040A EMC and Portable Series and the SL1047A High-Power Series at keysight.com.



Specifications

Unless otherwise noted, specifications are warranted over the ambient temperature range of 10 to 40 °C after a 30-minute warm-up period. Specifications apply at the output terminals, with the sense terminals connected to the output terminals (local sensing).

| | SL1201A | SL1202A | SL1203A | SL1212A | SL1213A | SL1214A | SL1215A |
|--|--|--|--|---|---|--|---|
| Operating modes ⁵ | | AC, AC + DC offset DC, DC + AC ripple | | | | | |
| Output connections ⁵ | | L1, L2, L3, N, PE DC+, DC-, PE | | | | | |
| AC output ratings | | | | | | | |
| Output phase | 1, 2, or 3 (3 | 1, 2, or 3 (3-phase selectable, 1-phase @ max power ⁶) | | | | | |
| Max. real power ⁷ (Per phase ⁵) | 30 kW (10 kW) | 45 kW (15 kW) | 90 kW (30 kW) | 45 kW (15 kW) | 90 kW (30 kW) | 45 kW (15 kW) | 90 kW (30 kW) |
| Max. apparent power ⁷ (Per phase ⁸) | 42 kVA (14 kVA) | 66 kVA (22 kVA) | 130 kVA (43.3 kVA) | 68 kVA (22.7 kVA) | 135 kVA (45 kVA) | 67.5 kVA ⁹ (22.5 kVA) ⁹ 68 kVA ¹⁰ (22.7 kVA) ¹⁰ | 135 kVA (45 kVA) |
| Voltage (rms) | | | | | | | |
| Range | 600 V _{L-L} 346 V _{L-N} | 600 V _{L-L} 346 V _{L-N} | 600 V _{L-L} 346 V _{L-N} | 1200 V _{L-L} 692 V _{L-N} | 1200 V _{L-L} 692 V _{L-N} | LV: 600 V _{L-L} HV: 1200 V _{L-} | • |
| Prog. accuracy | 0.2% FS ¹¹ | | | | | | |
| Prog. resolution | 0.1 V | | | | | | |
| Current (rms) | | | | | | | |
| Max. current (3-phase) rms | 63 A | 63 A | 125 A | 32.5 A | 65 A | 65 A ⁹ 32.5 A ¹⁰ | 130 A ⁹ 65 A ¹⁰ |
| Current rms @ Max. voltage | 28.9 A | 43.3 A | 86.6 A | 21.6 A | 43.2 A | 43.3 A ⁹ 21.6 A ¹⁰ | 86.6 A ⁹ 43.2 A ¹⁰ |
| Max. current (1-phase) rms | 189 A | 189 A | 375 A | 97.5 A | 195 A | 195 A ⁹ 97.5 A ¹⁰ | 390 A ⁹ 195 A ¹⁰ |
| Prog. Accuracy | 0.2% + 0.4 A | | | | | | |
| Prog. Resolution | 0.1 A | | | | | | |

¹⁰ High-voltage (HV) range ¹¹ LV models / range: for an output of 15 – 346 VL-N, 26 – 600 VL-L; HV models / range: for an output of 15 – 692 VL-N, 26 – 1200 VL-L



⁵ DC operation requires Option SDC.

⁶ In 1-phase mode all three phases are used in parallel to achieve the max power specification.

⁷ Parallel up to nine (9) units for up to 810 kW / 1.2 MVA (Contact Keysight for solutions > 810 kW / 1.2 MVA).

⁸ Max power spec. available in single-phase mode.

⁹ Low-voltage (LV) range

Specifications

| | SL1201A | | 202A / LV range | SL1203A SL1215 LV ra | | SL1212A / SL1214A HV range | SL1213A / SL1215A HV range |
|-------------------------------------|--|-------------------|--------------------|-------------------------|----------------|-------------------------------|-------------------------------|
| Frequency | | | | | | | |
| Range ¹² | | 40 to 75 Hz | | | | | |
| Prog. accuracy | | | | 0.01% FS (I | FS = 7 | '5 Hz) | |
| Prog. resolution | | | | 1 m | ηΗz | | |
| DC output ratings ¹³ | | | | | | | |
| Voltage range | ±500 V | ±50 | 00 V | ±500 V | | ±1000 V | ±1000 V |
| Current | ±180 A | | 30 A | ±360 A | | ±90 A | ±180 A |
| Current @ Max. voltage | ±80 A | ±12 | 20 A | ±240 A | | ±60 A | ±120 A |
| Power | 40 kW | 60 | kW | 120 kW | • | 60 kW | 120 kW |
| Voltage (DC) | | | | | | | |
| Prog. accuracy | | 0.03 | % + 75 mV | | | 0.3% | + 150 mV |
| Prog. resolution | | | | 0.1 | 1 V | | |
| Current (DC) | | | | | | | |
| Prog. accuracy | 0.03 | 3% + 18 m | A | 0.03% + 36 | mA | 0.03% + 9 mA | 0.03% + 18 mA |
| Prog. resolution | 0.1 A | | | | | | |
| Measurement (AC) | Vrms, Vpk, Vinst, Arms, Apk, Ainst, W, VAR, VA, Hz, PF, kWh, phase angle, crest factor | | | | | | |
| Voltage accuracy | | 0.15% + 0.25 Vrms | | | | | |
| Voltage resolution | | 0.01 Vrms | | | | | |
| Current accuracy | 0.2% + 0.4 Arms | | | | | | |
| Current resolution | 0.1 Arms | | | | | | |
| Freq. accuracy | 0.01% FS | | | | | | |
| Freq. resolution | 1 mHz | | | | | | |
| Measurement (DC) | | | | | | | |
| Voltage accuracy | 0.03% + 75 mV | | | | 0.03% | + 150 mV | |
| Voltage resolution | 0.1 V | | | | 0.000/ . 0 . 4 | 0.000/404 | |
| Current accuracy Current resolution | 0.03% + 18 mA | | | 0.03% + 18 mA | | | |
| | SL1201A / 3 | SI 1202A | | | | | |
| Physical specs | / SL12 | | SL1203A | / SL1213A | | SL1214A | SL1215A |
| Height | 1360 ו | mm | 176 | 60 mm | | 1265 mm | 1665 mm |
| Width | 600 n | nm | 60 | 0 mm | | 605 mm | 605 mm |
| Depth | 1050 ו | mm | 105 | 50 mm | | 1020 mm | 1020 mm |
| Weight | 350 | kg | 50 | 00 kg | | 350 kg | 500 kg |



 $^{^{\}rm 12}$ Fundamental frequency up to 75 Hz with full specifications. $^{\rm 13}$ DC mode requires Option SDC.

Supplemental Characteristics

Supplemental characteristics are not warranted but are descriptions of performance determined either by design or by type testing. Supplemental characteristics are typical unless otherwise noted and apply at the DUT in compliance to the specified load line length, with local sensing.

| | SL1201A | SL1202A / SL1214A LV | SL1203A SL1215A LV | SL1212A / SL1214A HV | SL1213A / SL1215A HV | |
|------------------------------------|---|-------------------------|-----------------------|-------------------------|-------------------------|--|
| Voltage | | | | | | |
| Load regulation (DC) | 0.25% FS | | | | | |
| Slew rate ¹⁴ (DC) | | | 500 V / ms | | | |
| Crest factor (AC) | | | Up to 3.6 | | | |
| THD (AC) | | 0 | .25% (resistive load | d) | | |
| Phase Loss/Dropout ¹⁵ | | | ≤ 50 µs | | | |
| Current | | | | | | |
| Rise time (DC) | | < | 2 ms (10% to 90% |) | | |
| Leakage Curr. (AC) | | Test o | data available on re | quest | | |
| Real Power, Apparent Power | r, Reactive Power | | | | | |
| Meas. accuracy | | | 0.2% + 0.1% FS | | | |
| Meas. resolution | | 1 | 0 W, 10 VA, 10 VA | r | | |
| Phase angle | | | | | | |
| Range | | | 0 to 360 deg | | | |
| Meas. accuracy | | | < ±2 deg | | | |
| Meas. resolution | | | 0.5 deg | | | |
| Prog. accuracy | | | 1.5 deg | | | |
| Prog. resolution | 0.1 deg | | | | | |
| Peak current (AC) | | | | | | |
| Meas. accuracy | 0.5% + 0.5 A (< 100 Hz) | | | | | |
| Power Factor | | | | | | |
| Meas. accuracy | 0.1% FS | | | | | |
| Meas. Resolution | 0.01 | | | | | |
| Energy | | | | | | |
| Meas. accuracy ¹⁶ | 0.1 | 53% | 0.213% | 0.155% | 0.185% | |
| Meas. Resolution ¹⁷ | 1 Wh (for cumulative energy measurements up to 1 MWh | | | | | |
| AC input ratings (source an | d regenerative opera | ation) | | | | |
| Voltage | 380 to 480 VAC ±10%, 50 or 60 Hz ±2%, | | | | | |
| Connections ¹⁸ | L1, L2, L3, N, PE (5-wire) L1, L2, L3, PE (4-wire) ¹⁹ | | | | | |
| Current (option STD) ²⁰ | 53 A | 79 A | 156 A | 79 A | 156 A | |
| Current (option SDC) ²⁰ | 70 A | 105 A | 210 A | 105 A | 210 A | |
| Efficiency @ max pwr. | 87.7% | | | | | |
| Power factor | | | 0.99 | | | |
| | | | | | | |

 $^{^{\}rm 14}$ Transition time from any voltage to 0 V

²⁰ At 380 VAC input



¹⁵ Full voltage dropouts at faster speeds (~50 μs) can be achieved using Phase Loss / Dropout (see Getting Started Guide)

¹⁶ Working point 230 VAC, 30 A (rms)

¹⁷ For cumulative energy measurements up to 1 MWhr

¹⁸ All SL1200 models with serial numbers below DE62330000 require all five wires, including Neutral to operate; Serial numbers DE62330000 and above only require four wires, Neutral is not needed

¹⁹ Delta connections are not supported

Supplemental Characteristics

All SL1200A Models

| Harmonics and interharmonics Syr | nthesis |
|---|----------------------------------|
| Voltage injection | up to 50 th |
| Voltage harmonic amplitude accuracy | 0.5% + 0.25 V |
| Voltage harmonic phase angle accuracy | 0.1 deg x N + 1 (N = 2 to 50) |
| Current injection | up to 50 th |
| Current harmonic amplitude accuracy | 0.5% + 0.5 A |
| Current harmonic phase angle accuracy | 0.1 deg x N + 1 (N = 2 to 50) |
| Harmonics and interharmonics Me | asurements |
| Voltage THD meas. | up to 50 th |
| Current THD meas. | up to 50 th |
| Voltage harmonic amplitude accuracy | 0.5% + 0.25 V |
| Voltage harmonic phase angle accuracy ²¹ | 0.1 deg X N + 1 (N = 2 to 50) |
| Current harmonic amplitude accuracy | 0.5% + 0.5 A |
| Current harmonic phase angle accuracy ²¹ | 0.1 deg x N + 1 (N = 2 to 50) |
| Freq. meas. bandwidth | 20 kHz |

²¹ Measurement of Harmonic Phase Angle when in Current Priority mode requires current flow; 1 A minimum load per phase is recommended.



12

Input / Output Connections

All SL1200A models have input and output connections that are easy to access and connect. The image below shows the connection cabinets on the rear-top of the system. The left cabinet is for the AC and DC output connections providing power to the device under test. The right cabinet is for the AC input connections providing power to the SL1200A system.



Figure 12. Rear connection cabinets (may differ slightly from actual product).

How to Order

Each model in the SL1200A Regenerative AC Emulator Series has two options available: STD and SDC. Test automation software is also available.

SL12xxA-STD standard system

This is the standard system. It supports AC and "AC + DC" modes.

SL12xxA-SDC standard system with DC hardware

This is the standard system with the hardware necessary to switch from AC-mode to DC-mode.

SL1200A Soft Front Panel

The SL1200A SFP is available for free download at www.keysight.com/find/SL1200software. A license is not required.

KS8400B PathWave Test Automation and SL1220A Plugin

The SL1220A plugin runs within KS8400B. A license for KS8400B is required to use the SL1220A plugin. A license is also required for SL1220A. Free trials are available for both. The KS8400B and SL1220A software can be downloaded for free at www.keysight.com/find/tap.



KeysightCare for Solutions

KeysightCare for Solutions services goes beyond basic warranty, providing a priority-one connection between our resources and your teams. Every support tier includes access to the Keysight Support Portal and Knowledge Center where you can find answers, manage service requests, and interact with Keysight experts familiar with the instruments and software you are using and the challenges you face. And all the packages offer onsite options for large systems which cannot be moved.

- Warranty Plus Reduce risk and avoid project delays with technical support coverage.
- Assured Increase supportability to match your application needs with a committed turnaround time.
- Enhanced Keep your project schedules on track and receive priority support and even faster turnaround times for repairs and calibration to optimize your solution.

Service deliverables

| | KeysightCare for Solutions Warranty Plus | KeysightCare for Solutions Assured | KeysightCare for Solutions Enhanced Onsite Upgrade R-55V-006-X¹ | |
|---|---|---|---|--|
| _ | Onsite Upgrade R-55T-005- X ¹ | Onsite Upgrade R-55U-005-X1 | | |
| Solution Technical Support (SW ² & HW) | | | | |
| Keysight Support Portal & Knowledge Center, 24x7 | • | • | • | |
| Remote technical support response time ³ | 2 business days | 4 business hours | 2 business hours | |
| Onsite Technical Support ⁴ | | • | • | |
| Solution Hardware Support | | | | |
| Repair service coverage | Onsite | Onsite | Onsite | |
| Onsite response time | No commitment | 12 business days response time ⁶ | 5 business days response time ⁶ | |
| Solution calibration ⁷ | | | Up to Keysight calibration + uncertainty + guard banding - Onsite | |
| Calibration turnaround time | | - | Scheduled | |
| Application of service notes | Safety and recalls | Recommended - during service | Recommended - proactive | |
| Preventative maintenance ⁵ | | | • | |
| Proactive firmware release notifications | | • | • | |

¹ When ordering, update with the relevant (Solution Product Number (SPN) based on the length of service required (e.g., -1, -2, -3, or -5 for 1 year, 2 years, 3 years or 5 years).

- 5 3rd party products are excluded for assured and enhanced packages.
- 6 Response time is measured from the date the service request is received to the date Keysight arrives at your site.
- 7 Recommended re-calibration period is 12 months.

Keysight enables innovators to push the boundaries of engineering by quickly solving design, emulation, and test challenges to create the best product experiences. Start your innovation journey at www.keysight.com.



² KeysightCare Software Agreement required for software support.

³ Remote Technical Support Response time is measured from the time you contact the KTAS team to have an initial meaningful response from the case owner.

⁴ Onsite technical support is provided or at the discretion of Keysight.