



Xena Warranty System

Release 2026.5

Teledyne LeCroy Xena

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Date

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INTRODUCTION

The Xena Warranty System is part of the [ChassisUpgrader](#) application that is responsible for upgrading your Xena tester chassis with new firmware.

The warranty system will check if your chassis and test modules are covered by hardware warranty and software maintenance agreements.

HOW DOES IT WORK?

The hardware warranty applies to both test chassis and test modules. Under the warranty, Xena will, if customer has complied with Warranty Terms found here: [Xena Business Terms](#), free of charge repair any hardware that has been found to be defective.

Software maintenance allows you to upgrade systems to the latest firmware.

As mentioned above the warranty system is handled by the ChassisUpgrader application. This application is installed on your PC as part of a Xena software release. The software installer will offer to launch the ChassisUpgrader after a completed installation. You can, however, launch the updater application from the Xena Windows menu at any time afterward.

When synchronizing the chassis information the ChassisUpgrader compares the serial numbers of the chassis and test modules and maintenance expiry dates.

2.1 Software Maintenance Expiry

If the software maintenance period for a test module has expired (and no extension has been bought), you will NOT be able to update the firmware for either the chassis in which the test module is installed, or for any other test module(s) installed in that chassis. You can either continue using the same version, or you can upgrade to the last version released before your software maintenance period expired.

2.2 Hardware Warranty Expiry

If the test module or chassis is still covered by a hardware warranty (but it was scheduled to expire within 90 days of the Release being made available), you will be able to see how many days until the current warranty expires.

An expired hardware warranty will not prevent you from upgrading to the latest software release but any hardware problems must be repaired at your own cost.

EXTENDING YOUR WARRANTIES

3.1 Obtaining a Renewal Quote

If your software maintenance and/or hardware warranty has expired (or is about to do so in the near future) you should contact your local Xena sales partner or contact Teledyne LeCroy Xena directly at xena-sales@teledyne.com for a quote for extending maintenance agreements.

Based on the original sales date or invoice they can tell you when the software maintenance and/or hardware warranty expired and calculate the cost of renewing the relevant warranties. If there is any doubt, please send an email to Teledyne LeCroy Xena (xena-sales@teledyne.com) for confirmation of the expiry date, etc. Please attach an inventory report which you can generate from the ChassisUpgrader. All prices, however, must still go through your partner.

3.2 Warranty Extension Procedure

To extend a warranty, Teledyne LeCroy Xena requires a Purchase Order (PO) listing the following information:

1. Serial number(s) of the equipment
2. Type of extension (Val-EWA-IW and Val-EWA-OW, see table at bottom)
3. Extension period (1 year, 2 years ...etc ?)
4. Name(s) and email address(es) of who should receive the new license file after extension.

Upon successful order completion, Teledyne LeCroy Xena will then issue an, a new license file by email to the person(s) included on the PO. Included in this email will be detailed instructions on how to manually replace this file in the install directory.

The user can then perform the upgrade and will be able to install the latest software version and/or see that the hardware warranty is once again covered by a valid warranty.

3.3 Table of Warranty Extensions

Table 3.1: Table of Warranty Extensions

P/N	Extended Software Maintenance and Hardware Warranty
Val-EWA-IW ¹	12-month Extended Warranty for test modules, Bay chassis, and Compact chassis which are “ <i>In-Warranty</i> ”.
Val-EWA-OW ^{1,2}	12-month Extended Warranty for test modules, Bay chassis, and Compact chassis which are “ <i>Out-of-Warranty</i> ”.

Note

¹ When purchased after the existing warranty has expired, prior to quoting and order acceptance, the equipment must be inspected to ensure proper working order either by Xena directly or by one of their chosen representatives. Teledyne LeCroy Xena reserves the right to charge an inspection fee of \$1000.

² Extended warranty is applicable for ValkyrieCompact, ValkyrieBay and Xena Test modules but is n/a for 3rd party accessories such as optical transceivers which may/may not be covered by the original manufacturers’ warranty.

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