





# NI Services and Support



NI has the services and support to meet your needs around the globe and through the application life cycle – from planning and development through deployment and ongoing maintenance. We offer services and service levels to meet customer requirements in research, design, validation, and manufacturing. Visit [ni.com/services](http://ni.com/services).

## Training and Certification

NI training is the fastest, most certain route to productivity with our products. NI training can shorten your learning curve, save development time, and reduce maintenance costs over the application life cycle. We schedule instructor-led courses in cities worldwide, or we can hold a course at your facility. We also offer a professional certification program that identifies individuals who have high levels of skill and knowledge on using NI products. Visit [ni.com/training](http://ni.com/training).

## Professional Services

Our Professional Services Team is composed of NI applications engineers, NI Consulting Services, and a worldwide National Instruments Alliance Partner program of more than 600 independent consultants and

integrators. Services range from start-up assistance to turnkey system integration.

Visit [ni.com/alliance](http://ni.com/alliance).



## OEM Support

We offer design-in consulting and product integration assistance if you want to use our products for OEM applications. For information about special pricing and services for OEM customers, visit [ni.com/oem](http://ni.com/oem).

## Local Sales and Technical Support

In offices worldwide, our staff is local to the country, giving you access to engineers who speak your language. NI delivers industry-leading technical support through online knowledge bases, our applications engineers, and access to 14,000 measurement and automation professionals within NI Developer Exchange forums. Find immediate answers to your questions at [ni.com/support](http://ni.com/support).

We also offer service programs that provide automatic upgrades to your application development environment and higher levels of technical support. Visit [ni.com/ssp](http://ni.com/ssp).

## Hardware Services

### NI Factory Installation Services

NI Factory Installation Services (FIS) is the fastest and easiest way to use your PXI or PXI/SCXI combination systems right out of the box. Trained NI technicians install the software and hardware and configure the system to your specifications. NI extends the standard warranty by one year on hardware components (controllers, chassis, modules) purchased with FIS. To use FIS, simply configure your system online with [ni.com/pxiadvisor](http://ni.com/pxiadvisor).

### Calibration Services

NI recognizes the need to maintain properly calibrated devices for high-accuracy measurements. We provide manual calibration procedures, services to recalibrate your products, and automated calibration software specifically designed for use by metrology laboratories. Visit [ni.com/calibration](http://ni.com/calibration).

### Repair and Extended Warranty

NI provides complete repair services for our products. Express repair and advance replacement services are also available. We offer extended warranties to help you meet project life-cycle requirements. Visit [ni.com/services](http://ni.com/services).



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