

Agilent Exits AOI and AXI Business - Frequently Asked Questions

Agilent Technologies will be exiting the automated optical (AOI) and automated X-ray inspection (AXI) systems business. This decision is based on a longer-term business strategy to focus on electronic test, which has been the company's historical core competency for several decades.

Agilent will continue to expand its leading In-Circuit Test (ICT) 3070 and Functional Test (FCT) system platforms through new technologies and innovations.

Recognizing that customers will be affected by this decision, Agilent is committed to providing continued support to customers who have invested in its AOI and AXI systems. This support will include the availability of support parts, time and material services, and self-support options until end of support life, according to Agilent support policy. Agilent will aim to provide the most effective level of support to ensure that customers can continue using their AOI and AXI test systems.

The exit activities are expected to be completed by end March 2009. Specifically,

- There will be no more enhancements or product development from 31 March 2009.
- Customers who wish to place last-time-buy orders for any AOI or AXI systems will have to do so by 28 February 2009.

Below are some frequently asked questions on this decision. This page will be updated on a regular basis with more Q&As.

Software and Application Support for Agilent AXI and AOI systems **[Last Updated: May 19, 2009]**

In response to customers' feedback and to ensure that customers' long-term service and support needs are met, Agilent would like to announce the availability of the **Software Development Support (SDS)** program and the **Application Service Provider (ASP)** program for users of its automated x-ray and optical inspection solutions, effective May 1st, 2009.

The SDS program endorses two Agilent-appointed third party companies which offer customers continued inspection equipment software enhancement and bug fixes for both new and existing software change request support and resolution.

The ASP program endorses independent third party companies in US, Europe and Asia to provide application services for Agilent AXI and AOI platforms. The services include training,

programming and test consulting services for imaging products.

Agilent has officially appointed the following providers for these two programs:

Software Development Support (SDS) Partners

[ViTrox Corporation Berhad](#) – covering these product families:

- Agilent Medalist x6000 AXI
- Agilent Medalist sj5000 and SP50 AOI

[Automated Inspection Solutions, LLC](#) – covering:

- Agilent Medalist 5DX AXI

Application Service Provider (ASP) Regional Partners

Asia – [iNeTest Resources Pte Ltd](#)

US/Canada - [Automated Inspection Solutions, LLC](#)

Mexico - [Interlatin](#)

Brazil - [ATESS](#)

Europe - [ICCO EMT](#)

Frequently asked questions about the SDS and ASP Programs

1. What is Software Development Support (SDS)?

The SDS program offers customers continued inspection equipment software enhancement and bug fixes for both new and existing software change request support and resolution.

The providers develop and enhance the original Imaging software including, but not limited to the development and enhancements on original algorithms. Enhancements for existing customers may comprise the following:

- a. New algorithms as needed for new parts introduction;
- b. Increased defect detection on existing parts; and
- c. Bug fixes and enhancements

2. What is an Application Service Provider (ASP)?

The ASP program endorses independent third party companies in US, Europe and Asia to provide application services for Agilent AXI and AOI platforms. The services include training, programming and test consulting services for Agilent Medalist AXI (5DX and x6000) and AOI (SP50, SJ50 and sj5000) solutions.

3. **Why is Agilent doing this?**

Agilent listens to customers' feedback on their long-term service and support needs as they will continue to use our imaging products to inspect their PCBAs. This will ensure that our customers' investments are protected through the provision of support and services by highly qualified and competent third parties.

4. **How will customers engage the vendors for SDS and ASP?**

Customers will be able to engage all respective SDS and ASP vendors from the contacts given below. The customers and SDS and ASP vendors will be responsible for any agreement or engagements entered into directly between the parties, and will engage independently on the scope of service and support under respective agreements and statements of work.

5. **Are their services chargeable?**

Each company will set up the appropriate price list for the services that they will be offering.

6. **When is this effective?**

This is effective 1st May 2009

7. **Who is ViTrox?**

ViTrox Corporation Berhad is a cutting edge solutions provider of automated vision inspection system & equipment for the semiconductor and electronic packaging industries. ViTrox designs, develops and implements inspection solutions to improve quality of users' products & daily inspection processes. ViTrox is a public listed company with its headquarters in Penang, Malaysia and has sales and support offices in China, Taiwan, Thailand and the USA.

For more information:

Website: www.vitrox.com

Contact person: Lim Wei Yee

Email: wei-yee.lim@vitrox.com or

Call: +604 646-6227

8. **Who is Automated Inspection Solutions, LLC. (AIS)?**

AIS is a privately held company comprising highly experienced engineers focused on achieving outstanding results for operations desiring to minimize PCBA process issues and to maximize product quality. AIS offers worldwide support of 5DX software enhancements as well as all aspects of implementing Agilent Automated Imaging systems.

For more information:

Website: www.axiaoi.com

Contact person: Ask for Sales or Technical Support

Email: ron.hensley@axiaoi.com

Call: +1 512 646-1545

9. Who is iNeTest Resources?

iNeTest Resources Pte Ltd, a wholly owned subsidiary of Ellipsiz Ltd, is a one-stop manufacturing and test solutions service provider for high volume electronic manufacturers. They develop customized turnkey test solutions to deliver optimal and cost-effective test solutions and services to their customers. The company's capabilities include application design, project planning and consultations and programming. iNETest is headquartered in Singapore and has presence in Malaysia, Thailand, Taiwan, Vietnam, China and India.

For more information:

Website: www.inetest.com

Contact person: Jeff Chuang

Email: jeff.chuang@inetest.com

Call: +886 ... (Taiwan)

+86 215... (China)

10. Who is ICCO EMT?

ICCO EMT was founded in 1997 as an exclusive representative of Assembléon BV, a member of Philips Group Netherlands. The headquarters of ICCO Group is in Brasov-Romania, with its facilities located in Brasov and Timisoara, with 1,600 m2 of offices and production areas. ICCO EMT is certified with the following quality management systems certifications: ISO 9001:2000 with SGS. ICCO EMT supplies equipment for the electronic manufacturing industry and related services. Presently, it has sites in Hungary, Bulgaria and Ukraine.

For more information

Website: www.icco.ro/emt

Contact person: Oliver Galan

Email: support_agilent@icco.ro

Support tel: +40 722...

11. Who is InterLatin?

InterLatin is the leading integrated service provider for Technology Solutions for the Manufacturing Industry in Mexico. InterLatin represents, distributes and manufactures equipment and products for test and assembly for electronic assemblies. Since 2003 InterLatin is Agilent's Strategic Sales and Service Partner for in-circuit test and imaging products in Mexico, and since 2008 it is the Exclusive Distributor for Agilent's General Purpose Instrumentation. Founded in 1998 by Mexican investors, InterLatin currently has more than 160 employees, with offices in Tijuana, Reynosa, Monterrey, Cd. Juarez, Chihuahua, Guadalajara, Queretaro, Puebla and Mexico City.

For more information

Website: www.interlatin.com.mx

Contact person: Ivan Romo, Test Solutions Manager

Email: ivan.romo@interlatin.com.mx , infoate@interlatin.com.mx

Call: +52 33 1057 5269

12. Who is ATESS?

ATESS is a company founded by exHP/Agilent employees that it is supplying products, services and support for both global and local manufacturing companies in Brazil which are using board test systems to test or inspect printed circuit board assemblies. ATESS also offers solutions for mechanical devices, such as ICT fixturing services.

For more information

Website: www.atess.com.br

Contact person: Mario Ferreira – Sales&Support Manager or Alcyr Franco – Technical Manager

Email: Mario_Ferreira@atess.com.br or Alcyr_Franco@atess.com.br

Call: +55-11-4...

13. If a customer has an AOI or AXI software update contract, will they also be getting the newer patch from ViTrox? How will they get it?

Customers whom the patch is logged against will be receiving the patches from Agilent. Patches are also downloadable from a secured Agilent website, where access is provided for customers who have SUS contracts with Agilent. For those without contracts, Agilent may charge customers for those patches (negotiated on a case by case basis).

14. If a customer has an AOI or AXI hardware support contract, who do they call for support – Agilent or the ASP?

The customer will call the Agilent Toll Free number (find your local number at www.agilent.com/find/contactus). The process is similar to the current arrangement. Should the issue require deep level troubleshooting, Agilent will work directly with the

ASP.

15. If a customer has an AOI or AXI hardware support contract, how can they submit change requests (CRs) for bug fixes or issues – should they approach Agilent or SDS?

Customers should log the call via the respective Agilent Toll Free number for bugs or issues. The support team will determine if the issues are related to bugs or otherwise. If a CR is required, the support team will work with the Divisional Expert team to create the CR, which will then be reviewed on a weekly basis with the SDS.

16. Is the CR list given to ViTrox viewable by customers?

The CR list is that ViTrox is working on – is managed by Agilent. Agilent is not liable to provide this CR list to customers. If there are specific requests from customers on certain fixes needed, Agilent can advise if that fix is already on the list. If not, Agilent will create a new CR once it has been confirmed as a bug.

17. Who funds SDS (ViTrox and AIS)?

Agilent will fund the bug fixes by the SDS that was reviewed and committed with a Change Request before the business exit.

18. How long will the SDS and ASP continue to provide this service?

For bug fixes, the current plan is for the SDS vendors to resolve them over the next 2 years. For enhancements, new features and application training, the SDS and ASP vendors are open for discussions and the customer is encouraged to directly engage them.

19. Will Agilent track all new algorithm requests for new packages submitted directly to the SDS? Who will communicate to customers on the new algorithms or software revisions available from the SDS?

Agilent will not track any new algorithm request for new packages. The engagement and releases will be entirely between the SDS and the customers based on customer requirements.

20. Will SDS support the porting of the existing Imaging software revisions to a new OS? For example, 5DX Software revision 8.5 to an OS beyond Windows Vista.

Agilent's stand is that we will not migrate the existing imaging software revision to a new OS, as migration will require a massive investment of resources.

21. What will the SDS and ASP charges be like?

The charges are strictly between the SDS/ASP and the customers. Please feel free to

engage them for quotes.

22. **How will the ASP partners be updated on any changes made by the SDS partners to any existing algorithms, since it will be the ASP partners who will be supporting customers?**

The SDS vendors will update the ASP parties on all enhancements. Both the SDS and ASP partners will be setting up a process to ensure that information and training being provided by each party can be leveraged among them as appropriate. This will include how customers will be supported for the new algorithms or enhancements.

23. **Can Agilent provide a process flow on how the interaction between the customer, Agilent and SDS/ASP should work for these different scenarios? For instance: bug fixes, algorithm enhancements and new algorithms for new packages.**

Bug Fixes: No change in today's process. The customer will log a call with the Agilent Call Center, and Agilent will trigger its Field Support team. Should the issue be verified as a bug, Field Support will work together with the Division Platform Expert team to confirm and prioritize the Change Request (CR). The status of the CR will then be communicated back to the customer.

Algorithm Enhancement / New Algorithm: The customer will have to engage the SDS / ASP directly.

Support Strategy

1. **What is Agilent's position regarding support for customers' existing AOI and AXI equipment?**

Agilent will honor all current delivery, warranty and support obligations, and continue to provide support through the end-of-support product life cycle (7 years from obsolescence), including spare parts, time and materials services, contractual, and self-support options. Agilent believes that our inspection systems will meet many current and foreseeable future needs of the customers and would like to ensure that customers continue using their Agilent inspection systems.

Agilent will continue to offer support contracts for AOI and AXI equipment. However, over the next few months, we will be evaluating the best long-term support offering for these products to ensure we meet our 7-year support commitment, and customer and market needs. Agilent will notify customers if we do plan to change our support offering in the future.

2. **Can customers buy support contract after 28 February 2009? [REVISED, MAR 9]**

Agilent will continue to offer support contracts for AOI and AXI equipment. Please refer to Qn 16 below on our latest support offerings.

Over the next few months, we will be evaluating the best long-term support offering for these products to ensure we meet our 7-year support commitment, and customer and market needs. Agilent will notify customers if we do plan to change our support offering in the future.

3. **Will Agilent provide any bug fixes and/or enhancements to the imaging products that customers have purchased?**

Agilent is evaluating several options and will get back to customers on this request.

4. **Without software enhancements and new features, how will Agilent inspection systems handle new packages and components in the next 7 years?**

Agilent is evaluating the options of providing software enhancements and upgrades via partnerships. We will provide an update at a later stage.

5. **Will training classes still be provided after 31 March 2009?**

Agilent will continue to provide training classes beyond 31 March 2009 both on a custom on-site basis and through classroom offering. Availability of classroom training will be based on market demand.

6. **Will field engineering and remote services be offered?**

Agilent will evaluate to offer application and remote support for AOI and AXI equipment based on anticipated demand for these services in the future.

7. **Will Agilent provide schematics and other items to help customers support this equipment?**

While Agilent does not provide proprietary schematics, many self-support options to our customers are available, including support training and documentation, and the ability to purchase spare parts.

8. **Following this announcement, what will Agilent's support delivery be like, e.g. in parts TAT, availability of trained engineers, installation and de-installation services, application support? [REVISED, MAR 9]**

We will be providing the necessary contractual support, parts and other services. Please refer to Qn 16 below on our latest support offerings. Customers have a choice of on-site and cooperative support contracts, or time and materials services. The support process and hotline numbers will remain unchanged. Please contact your respective sales representatives if you need more information on the services, including pricing.

Over the next few months, we will be evaluating the best long-term support offering for these products to ensure we meet our 7-year support commitment, and customer and

market needs. Agilent will notify customers if we do plan to change our support offering in the future.

9. **Will Agilent offer multi-year Support Contracts and for how long? [REVISED, MAR 9]**

Yes, Agilent will offer multi-year contracts up to a maximum of 3 years, as we have done in the past. Please refer to Qn 16 below on our latest support offerings.

10. **Will Agilent continue to have ITF Server software recovery support and Software License re-hosting service during the 7-year support period?**

Yes.

11. **If customers wish to build internal capability, will Agilent provide the necessary training?**

Yes, we will offer a custom training module for self-maintenance, covering hardware and applications.

12. **Will preventive maintenance and calibration services be made available during the support period? [REVISED, MAR 9]**

Yes, Agilent will offer multi-year contracts up to a maximum of 3 years, as we have done in the past. Please refer to Qn 16 below on our latest support offerings.

13. **Will Agilent provide software migration to a new Operating System during the 7 year support period?**

No, we will not support software migration to new Operating Systems.

14. **Will there still be a 90-days parts warranty?**

Yes.

15. **Can customers still use their existing Training Credits?**

Yes.

16. **What are the support contracts that are available for Agilent Medalist 5DX and x6000 automated x-ray inspection systems? [NEW]**

With effect from 25 February 2009, the following Agilent AXI support agreements will be available:

Full Service Support Agreement

A. AXI Support Max

Designed to provide users with maximum ease of mind, the AXI Support Max package comes with unlimited parts replacement, including that for the highly specialized and delicate x-ray tube. This option is suitable for manufacturers with heavy usage of their AXI systems and likely to stress the x-ray tube that may possibly accelerate the tube aging.

Flexible Support Agreement

Agilent also offers a suite of flexible support agreements for customers looking for lower cost and risk sharing options. These agreements require customers to take a more active role in maintaining their system and pay for the parts which may not be covered. A Service Volume Agreement (SVA) is highly recommended along with these flexible agreements, so that parts which are not covered by the agreements can be delivered the next business day. The SVA reduces the hassle of delays due to quotation and PO processes.

B. AXI Support Flex

AXI Support Flex offers you comprehensive support for your Agilent AXI system without your needing to pay upfront for potential replacement of x-ray tubes. This is ideal for users who are looking for a more flexible cost and risk-sharing option.

C. AXI Support Lite

AXI Support Lite offers you timely access to an Agilent technical expert to help you troubleshoot remotely and maintain your system. All parts needed must be purchased separately, and an SVA is highly recommended to reduce the hassle of delays due to quotation and PO processes.

D. AXI Service Volume Agreement

AXI Service Volume Agreement offers you the most flexible support option on a pay per use basis without the hassle of delays due to quotation and PO processes. The SVA is set up based on the expected annual level of parts usage.

Support deliverables	Max	Flex	Lite	SVA	Trade
Remote HW/SW phone support	X	X	X		
Onsite support	X	X	X ¹	X ²	X ²
X-ray survey (2x per year)	X	X	X		
Preventive maintenance	X	X	X		
Parts replacement	X-ray Tube	X			
	All other parts	X	X		
Next business day parts delivery	X	X ³	X ³	X ⁴	

Pay for parts per usage

X^{5,6} X⁶ X⁶ X

¹ Provide onsite support if problem is not resolved remotely

² Service is based on availability

³ AXI Support Flex or Lite with SVA for trade parts

⁴ In a typical SVA, part delivery is within 3 business days. Only for AXI Support Flex and Lite customer with SVA, part delivery will be upgraded to next business day whenever possible, at no additional charge.

⁵ Pay for X-ray tube only

⁶ Preferential discount applicable

To learn more about our New AXI Support Offerings, please visit: [New AXI Support Offerings](#)

Sales and Order Fulfillment Activities

17. How much longer can customers buy equipment, parts, and/or service from Agilent?

The last order for equipment should be placed by 28 February 2009. Parts will continue to be available for 7 years. Agilent support contracts are currently available while we evaluate longer-term support strategies.

18. If a customer has existing orders (for products and /or services) which have not been delivered, what are their options?

If customers wish to continue with their purchase, Agilent will deliver as per the committed schedule. If not, customers may cancel their order.

19. Will customers get a significant discount if they wish to purchase the x6000, sj5k and SP50 demo sets around the world? If yes, how much?

If customers wish to purchase demo sets, Agilent is willing to grant discounts on a case-by-case basis, depending on the age of the demo equipment.

20. If customers were to buy used 5DXs, will Agilent still request for a software transfer fee?

Agilent will no longer require a software transfer fee based on the fact that we are obsoleting the 5Dx and x6000 platforms.

21. Will Agilent continue to sell additional Medalist Repair Tool and Medalist Quality Tool (also known as ART/AQT) licenses after end Feb 2009?

Agilent will sell additional licenses up to end Feb only.

22. Will Agilent still sell Software Upgrades after end Feb 2009?

Agilent will be generating the latest versions of software for all inspections systems by end March 2009. We will offer to customers, for a limited time, the opportunity to upgrade their systems to the latest version.

23. Will there be any changes to the price of parts?

Agilent will do its best to maintain the current part prices.

Other business-related questions

24. Does Agilent plan to continue investing in the ICT and FCT business?

Yes, Agilent will continue to invest in the ICT and FCT product lines, including the i1000, i3070 and TS54xx. In recent years, Agilent has innovated with new technologies like Bead Probe and Cover Extend, which have enabled customers to get new levels of value from ICT. Current ICT and FCT projects are being implemented and new product roadmaps will continue to be shared with our key customers. We value our customers' staunch support of the ICT and FCT product lines and we will work closely with them to ensure their needs are addressed.

25. Does Agilent plan to exit the ICT and automotive businesses?

There are no plans to exit the ICT and FCT (automotive) business. They are aligned to Agilent's focus on electronic measurements. Agilent plans to continue investing in this business to expand its product offerings with new value differentiation for its customers. The exit from the inspection business will allow us to focus our resources on ICT and FCT.

26. Has Agilent considered selling the AOI and AXI business?

We have examined all options related to the business and conclude that exiting the AOI and AXI business is the right decision.

27. Is Agilent willing to license the source code to customers for AOI and AXI?

No, Agilent will not license the source code to customers or any 3rd party.

Additional Information

28. Who can customers contact for more information?

If you have more questions, please contact the following regional field managers or your nearest sales representatives:

Americas: Jack ROZWAT : jack_rozwat@agilent.com

Asia: Liang Horng WANG : liang-horng_wang@agilent.com

Europe: Hans-Juergen BOCHTLER : hans-j_bochtler@agilent.com

Division Marketing: NK CHARI : n-k_chari@agilent.com