With over 40 years of experience, Agilent Technologies is the world’s premier measurement company and we lead the industry in providing the most reliable instrumentation and service. We are so confident in our service quality and the reliability of our analytical instruments that we offer the Agilent Service Guarantee:

**The Agilent Service Guarantee**

Should your Agilent analytical instrument require service while covered by an Agilent service agreement, we guarantee repair or we will replace your instrument for free.

*No other company offers you this level of commitment to keep your laboratory operating efficiently.*
How does the guarantee work?
When a hardware problem cannot be solved immediately, a formal escalation process ensures that key technical and management resources— including research and development, manufacturing and executive management—quickly attend to your issue. If this process does not resolve the hardware issue, we will replace your analytical instrument for free. This escalation process exemplifies how Agilent is committed to keeping your laboratory up and running, no matter what.

What’s behind our guarantee?
Agilent is a technology leader in communications, electronics, life sciences and chemical analysis. The company’s 21,000 employees serve customers in more than 110 countries.

Why we’re confident in the quality of Agilent services
Agilent Service Engineers are the most highly qualified in the industry.

• Our Service Engineers have an average of 10 years of analytical instrument repair experience and many are former instrument users.
• Our training process is rigorous and continuous, exceeding the requirements of most independent service providers and many instrument manufacturers.
• Our Service Engineers are trained at multiple Agilent sites around the world to gain global expertise in a wide range of situations.
• We require our Service Engineers to be ready to support every new instrument that goes to market.

You get more than excellent service with Agilent Service Agreements
You get fast repair, typically quicker than any other manufacturer. Our world-class, factory-trained Service Engineers can quickly transform your instruments to current operating conditions. They carry a large supply of most-commonly-used parts for immediate repairs, plus they have instant access to Agilent’s worldwide, world-class parts logistics centers that can send needed parts overnight.

You get:
• Comprehensive protection against unexpected repair costs with one fixed price.
• Genuine Agilent parts—designed and manufactured with the same high standard of performance and reliability as your Agilent instruments.
• State-of-the-art resources to diagnose, fix, upgrade and verify instrument repair.
• Certainty in the quality of the repair, with our industry-leading standards.
• Confidence in the quality of your results.

Contact us to maximize your laboratory’s productivity
To learn more about the Agilent Service Guarantee and the value you get from Agilent Service Agreements:

• Contact your local Agilent sales office or call 800-227-9770, option 1 (in the U.S. and Canada)
• Check www.agilent.com/chem/services for details about all of our support services.

Agilent customers worldwide report 98% satisfaction with our Service Engineers
(Agilent customer satisfaction survey, 2005).

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Printed in USA January 17, 2007
5989-3948EN