Introducing Agilent’s At-Your-Site Light, an economical labor-only service contract

Benefits of Agilent’s At-Your-Site Light Service Contract

- Industry-leading repair expertise at an affordable price
- Maximized instrument uptime for optimum laboratory productivity
- Extended instrument life
- Fast problem resolution

Now you can minimize upfront contract costs and still take advantage of Agilent Technologies’ nearly four decades of expertise in instrument design and repair.

Our At-Your-Site Light Service Contract:

- Provides the instrument repair expertise you need to keep your laboratory productive, with minimal downtime.
- Lets you purchase parts from Agilent... or from another source.
- Offers you a choice of repair response times.
- Encompasses all gas and liquid chromatography instruments, hardware and software.

You can contact our Customer Engineers as many times as you need to during the contract period. They are available in person, on the Web or by telephone to answer questions and resolve issues.
Agilent Customer Engineers

- Are among the most qualified in the industry. They complete an extensive initial training program in addition to training that continues throughout their Agilent career. This ensures fast, accurate repairs that restore your instrument to its current operating conditions.
- Are certified in preventative maintenance, repair, and compliance procedures.
- Train at state-of-the-art facilities to service both Agilent instruments and those from other major instrument vendors.
- Use leading-edge tools and resources to diagnose, fix, upgrade and verify instrument repair.

The Agilent At-Your-Site Light contract lets you purchase parts from any source. However, if you want genuine Agilent parts, our service professionals maintain a large supply of the most-commonly used parts, for immediate repairs. In addition, they have direct access to Agilent’s worldwide, world-class parts centers that can ship needed parts, fast.

Assured Problem Resolution

Agilent has in place an issue escalation process to provide the resources necessary to resolve unusually difficult challenges you may encounter.

To learn more

For more information about the Agilent At-Your-Site Light Service Contract, contact your local Agilent sales office.

For maximum flexibility in satisfying your laboratory performance goals, Agilent also offers service contracts that include both labor and parts.