Agilent CrossLab Instrument Services

One service partner – for all brands and needs
Agilent CrossLab Instrument Services offers an array of options to meet the needs of your entire laboratory. We provide comprehensive repair, maintenance, qualification, and relocation services for analytical instruments regardless of manufacturer, to maximize uptime and simplify administration. Laboratories throughout the world rely on Agilent because of the powerful combination of benefits we offer.

**Proven Experience** – We are a global market leader in providing Chromatography, Mass Spectrometry, and Spectroscopy instruments and services.

**Technical Expertise** – Agilent service engineers are certified through direct hands-on training with OEM equipment in our CrossLab Research Centers, and have a minimum of 3 years experience in a specific technique, making them among the most skilled technicians in the industry.

**Powerful Technology** – Our unique Automated Compliance Engine (ACE), Remote Advisor (RA) instrument monitoring capabilities, and Laboratory Business Intelligence (LBI) analytical engine help you discover asset-management insights while optimizing lab productivity.

**Single Point of Contact** – With Agilent, you won’t have to manage multiple contracts. Agilent can be your single point of contact for support on all leading instrument brands, including*

- AB/Sciex
- Dionex
- Hitachi
- Thermo
- Bruker
- Gilson
- PerkinElmer
- Waters
- CTC Analytics
- Merck
- Shimadzu
- And many others

*Support for various makes and models differs depending on country.

**Confidence in Compliance** – Agilent is the world’s top-ranked company in instrument compliance, and we qualify analytical instruments regardless of manufacturer. In fact, Agilent Enterprise Edition Compliance Services are currently used in labs of major regulatory agencies and standards organizations. Using harmonized protocols, we provide electronic, error-free reports in a tamper-proof format recommended by regulatory agencies – saving you review time and virtually eliminating your compliance risk.

**Dependable Services** – We deliver a wide variety of preventive maintenance, qualification, and repair services to meet the demands of your lab. Our Agilent-developed protocols, service checklists, and statements of work ensure consistent, reliable service, every time.

**On-demand Consumables, Parts, and Supplies** – Agilent maintains a multi-million dollar inventory of service parts for both Agilent and non-Agilent equipment, including genuine Agilent CrossLab parts, Agilent-certified aftermarket parts, and OEM parts. Our global sourcing, procurement, and logistics network ensure that parts are available when and where you need them.

**Ensured Satisfaction** – Agilent has the highest direct-service customer satisfaction ratings in the industry, earned while servicing dozens of non-Agilent system platforms and more than 600 modules.

**Outstanding Service is the reason 12 of the top 15 pharmaceutical companies have chosen Agilent to support their multi-vendor laboratory equipment.**
**Agilent CrossLab Service Plans**

We have a solution for every service need. We also know the importance of planning, which is why we combine various types of support in our Agilent CrossLab Service plans—to provide the services you need, to protect your lab against the unknown, and to offer savings over choosing support options individually.

Designed with specialized laboratories in mind, Agilent CrossLab Service plans let you choose the service level that best meets your needs, goals and budget.

- **Gold** — For high-throughput and mission-critical systems, we minimize instrument downtime by offering our highest priority response time and a ready supply of parts.
- **Silver** — For dependable lab operations, fewer workflow disruptions, and optimized laboratory productivity.
- **Bronze** — For protecting your equipment from unplanned repair costs and extended instrument downtime.
- **Preventive Maintenance** — The cost-effective solution for peak performance and prolonged instrument life.

### Agilent CrossLab Service Contracts

<table>
<thead>
<tr>
<th>Services Included in All Agilent CrossLab Service Agreements</th>
<th>GOLD</th>
<th>SILVER</th>
<th>BRONZE</th>
<th>PREVENTIVE MAINTENANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract-level Preferred Response vs. T&amp;M</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
<td>🆗</td>
</tr>
<tr>
<td>Hardware Telephone Support</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
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<tr>
<td>Onsite Repair Services</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
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</tr>
<tr>
<td>Unlimited Onsite Repair Visits (travel &amp; labor)</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Parts Required for Repair</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
<td>🆗</td>
</tr>
<tr>
<td>Consumables/Supplies Required for Repair,* including liners, seals, tubing, assemblies, and multipliers</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Maintenance Services</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
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<tr>
<td>Annual Onsite Preventive Maintenance</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
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<tr>
<td>Advanced Diagnostics and Reporting</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
<td>🆗</td>
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<tr>
<td>Agilent Remote Advisor-Assist**</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
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<tr>
<td>Agilent Remote Advisor-Report**</td>
<td>✓</td>
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<tr>
<td>Agilent Remote Advisor-Alert†</td>
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<tr>
<td>High-Availability Services</td>
<td>✓</td>
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<tr>
<td>Extended Coverage Hours Discount</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Compliance Services (optional)</td>
<td>✓</td>
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<tr>
<td>Discount when Bundling Operational Qualification (OQ)</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Guaranteed Pass (OQ)</td>
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<tr>
<td>Discount when Bundling Re-qualification (RQ)</td>
<td>✓</td>
<td>✓</td>
<td>🆗</td>
<td>🆗</td>
</tr>
</tbody>
</table>

*Per local parts replacement policy.
**Where available. Installation required. Installation fees waived when connecting minimum number of systems.
† Selected reports available.
Agilent service and support solutions
– for business and laboratory productivity:

Agilent CrossLab Instrument Services brings together powerful solutions from the Agilent Services portfolio to meet your specific requirements. Whatever the type or level of need, we offer dedicated support to help improve laboratory productivity with:

**Agilent CrossLab Instrument Services**
Repair, qualification, and maintenance services for all leading brands of chromatography, spectroscopy, and spectrometry systems.

**Agilent CrossLab Enterprise Services**
Comprehensive integrated service tailored to improve your site or company’s operational productivity while delivering guaranteed savings on total service costs.

**Agilent Compliance Services**
Harmonized analytical instrument qualification for all makes and models of chromatography, spectroscopy, and spectrometry systems.

**Agilent CrossLab Relocation Services**
Multi-vendor instrument moves and laboratory relocation services for minimal disruption of operations.

How can we help?

Every hour of every workday, you have something important to do. You need to count on the reliability of your instruments to keep your lab competitive and successful.

Agilent Technologies’ experienced service and support team is ready to help with a wide array of programs designed to maximize the performance of all your instruments, minimize downtime, and optimize your productivity.

Learn more about how Agilent’s customized portfolio of services can benefit your entire lab.

Contact your local Agilent Representative, or visit us at agilent.com/chem/analytical-services