When you’re faced with a challenge, you can trust your Agilent team to work together with you to find the answer. Agilent combines your resources with our 40 years experience in instrument design, lab operation, business processes and compliance to help you solve problems and maintain the highest productivity possible. Whatever your industry or application, Agilent provides the solutions that give your lab the freedom to focus on what you do best.

About Agilent Technologies

Agilent Technologies Inc. is the world’s premier measurement company and a technology leader in communications, electronics, life sciences and chemical analysis. The company’s 21,000 employees serve customers in more than 110 countries. Agilent had net revenue of $5.1 billion in fiscal 2005. To learn more:

www.agilent.com/chem/services

800 227 9770 (in the U.S. and Canada)
In other countries, please call your local Agilent Technologies sales office or authorized Agilent Technologies distributor.

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Our people are the perfect match for yours.

Your people are experienced, professional and dedicated to excellence. They deserve to work with the best, and that is why Agilent is a perfect fit for your lab.

What Agilent brings to your lab is a worldwide network of highly skilled, experienced professionals committed to your success. Many have worked in facilities just like yours, using the same instruments and applications. Others are recognized experts in regulatory compliance, informatics, lab processes and other areas that directly impact your day-to-day operations. All of these professionals have direct access to the same people who design and build your Agilent instruments, so they can resolve problems faster and keep your lab operating at peak performance, reducing costly downtime.

Whatever your needs, you can be sure that Agilent will have the right person with the right answer for your lab.

Agilent Service Engineers: Highly trained, highly effective.

Your Service Engineer is one of many Agilent professionals working to ensure your success. Agilent Service Engineers are the most highly qualified in the industry. Over half have degrees at the Masters level or higher. Our engineers have an average of 10 years instrument repair experience, and many are former instrument users. The Agilent training process is rigorous and continuous, exceeding the requirements of most independent service providers and many instrument manufacturers:

• Every new engineer gets intensive technical training before going on-site, and all engineers receive an average of 10 days per year of factory-based training
• Engineers are trained at multiple Agilent sites around the world, so you benefit from their global perspective and practical knowledge of our worldwide network
• Agilent requires its Service Engineers be ready to support every new instrument and software product that goes to market
• Our engineers are experts in compliance, helping Agilent earn a #1 ranking for compliance*

• Agilent customers worldwide report 98% satisfaction with their Customer Engineers**

* Independent LCGC Magazine Survey, North America and Europe, 2004
** Agilent Customer Satisfaction Survey, 2005

We have the experience. So you get the answers.
Meet the newest members of your team.
We understand that continuity is critical when dealing with the people who maintain and service your instruments. 72% of our service employees have been with Agilent for five or more years. Each is a highly valued member of our team and will become an integral part of yours, quickly reacting to and even anticipating any problems that could impact your productivity.

Our Service Engineers are among the best equipped in the field. They carry calibrated and traceable tools, testing equipment and Agilent hardware and software qualification protocols to ensure rapid resolution of any problem. Their expertise is not limited to Agilent instruments but covers multiple manufacturers and techniques.

In addition, our service teams are backed by a dedicated, global organization of experts who provide Service Engineers with remote support when resolving difficult issues. Service Engineers are also supported by an escalation process that gives them immediate access to top management.

Whatever the problem, your Agilent Service Engineer will work with you to resolve it... fast.

You will get the help you need. Every time.

Our broad network of experts offers more reliable access, knowing that there will always be someone available to handle your issue. Our worldwide Contact Centers provide a single point of contact for diagnosis of your problem and initial troubleshooting, documenting all activity and ensuring the issue is satisfactorily resolved. Like the Service Engineers, our tech support specialists are backed by the escalation process to ensure that key technical and management resources – including Research and Development, Manufacturing and Executive Management – are quickly attending to your issue.

We’re experts in compliance. So you don’t have to be.

Regulatory requirements have a profound impact on your day-to-day operations, and as they change, Agilent will keep you updated and in compliance. In fact, Agilent Technologies is an established leader in tracking regulatory agency proposals as well as established regulatory requirements. This expertise is global, as we have performed over 100,000 successful system qualifications worldwide, across instruments of all types and manufacturers. So wherever your lab is, you can rely on our expertise to minimize risk and avoid costly downtime and rework.

The best minds in the industry are just a phone call away.

No matter how complex or persistent the problem, we can help you resolve it with help from Agilent’s Professional Service Organization. This group of experts is available for consulting and problem solving that goes beyond instrument maintenance, repair and qualification. They are the same people who designed your instruments, developed your software, and pioneered many of the same processes you use everyday.

600 Service Engineers:

<table>
<thead>
<tr>
<th>Experience</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>&lt;1 year experience</td>
<td>7%</td>
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<tr>
<td>1-3 years experience</td>
<td>8%</td>
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<tr>
<td>3-5 years experience</td>
<td>13%</td>
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<tr>
<td>5-10 years experience</td>
<td>19%</td>
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<tr>
<td>10-20 years experience</td>
<td>32%</td>
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<tr>
<td>20+ years experience</td>
<td>21%</td>
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Experienced professionals working around the world and in your lab.

Labs have called on our Professional Services Organization for help with needs such as customized training, systems and enterprise integration, workflow design, protocol development and project management. You can call on them, too. Any time.

Your lab is backed by a world of resources.
Experience a more scientific approach to customer support.

Agilent is organized around one focal point: providing our customers with the best service available anywhere. With service center operations in 65 countries, a global dispatch system to optimize coverage by service professionals, and call centers ready to assist with both Agilent and non-Agilent instruments, you can trust Agilent to be there when you need us.

No matter what the service, we strive to meet or exceed your expectations every time. Our efforts have resulted in an overall “best-in-class” ranking in delivery performance to Service Level Agreement by The Performance Measurement Group, a PRTM company.***

*** Service Supply Chain Benchmarking Study (SSCB), PMG/PRTM, 2004

You can’t wait for critical parts. And you won’t.

Our goal is to minimize your downtime and keep your lab on schedule. Our industry-leading parts network helps us to do that, allowing us to make repairs in hours when other services might take days. In fact, more than 85% of our service calls are completed the first day.

Agilent offers a range of parts inventory options to best serve your lab – global, local distribution centers, onsite stock – to ensure that the parts you need are always where you want them. You can rely on:

• A global logistics network with greater than 96% on-time delivery performance for service parts
• Experienced trade compliance organization with extensive global regulatory and compliance knowledge
• More than 100 different procurement specialists and a global ERP system to ensure parts quality and availability
• Use of Agilent certified parts for Agilent and non-Agilent instruments for peak instrument performance

Your issue comes first. The solution comes fast.

Whatever the challenge, Agilent has the troubleshooting resources to address it fast. Here are some of the key ways that we reduce repair time:

• Service Engineers troubleshoot based on the application, not just the instrument
• Our call centers offer rapid assistance for both Agilent and non-Agilent instruments
• www.agilent.com/chem/techsupport is a valuable resource for Agilent customers looking for product information and troubleshooting help online
• Agilent’s detailed asset/instrument tracking system gives us critical information on your instruments and usage, so we can determine solutions faster
• Wireless technology available to the service team to provide instant access to information and resources

Experience a more scientific approach to customer support.

Every member of your staff can draw on 40 years experience.

Agilent Technologies has been an innovator and industry leader in life sciences and chemical analysis for over 40 years, with over 25,000 customers in 70 countries around the world. When you work with us, you have a global network of knowledgeable, experienced professionals ready to assist every member of your staff, no matter what their task.

From the very first steps in your lab process to the end product, you can trust that Agilent will be there to help you... day after day, year after year.

Moving forward with more innovative solutions for your lab.

To serve you better, we’re leveraging new technologies that will take our support capabilities to even greater levels, such as proactive notification for instrument maintenance, remote diagnostics and monitoring, more efficient methods for meeting compliance requirements, and finding new ways to expedite service and repair.

Your satisfaction is our focus.

Agilent is also an industry leader in the area of customer satisfaction. We have implemented a unique Customer Satisfaction Program to track and improve our performance using ongoing company-wide metrics for customer satisfaction. As customers interact with Agilent during the course of their day-to-day operations, we collect feedback on a daily basis and use this data to improve our performance. This commitment to excellence has helped earned us the highest brand loyalty in the industry.†

† 2004 Marketplace Study, Research International, 2004

Need the right answer right now? Online or on the phone, you’ll find it fast.

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