AGILENT CROSSTAB SILVER

Assuring workflow productivity

COMPREHENSIVE COVERAGE FOR DEPENDABLE LABORATORY OPERATIONS

Agilent CrossLab Silver offers one convenient plan with all the coverage you need to ensure reliable instrument performance and optimum workflow efficiency, including:

• All-inclusive repair for rapid problem resolution, with minimal disruptions to your lab operations
• Scheduled preventive maintenance to ensure peak performance
• Real-time remote diagnostics and predictive support technology, with detailed asset reporting, to optimize instrument availability and workflow efficiency

You can count on world-class service from Agilent. We complete more than 85% of service calls the first day, and have a 98% satisfaction rate among customers worldwide.¹

www.agilent.com/crosslab

SERVICE PLANS FOR SYSTEMS

The Agilent CrossLab Silver plan provides fully integrated service coverage for all of the modules that make up your analytical system. Like all our service plans, Agilent CrossLab Silver gives you the peace of mind that comes with full system coverage.

¹ Source: Agilent Technologies
AGILENT CROSSLAB SILVER HELPS YOU OPTIMIZE WORKFLOW PRODUCTIVITY WITH:

Preferred Response  — Faster response over on-demand calls to resolve your service needs.

On-site Repair Visits* — Minimize downtime with all necessary hardware service visits covered. Coverage includes travel and labor.

Parts Required for Repair — Rest assured that genuine Agilent repair parts are covered under the cost of your plan.

Consumables/Supplies Required for Repair** — Know that normal wear-and-tear items such as liners, seals and tubing are also included when needed for repair.

Annual On-site Preventive Maintenance — Keep your systems operating at peak performance for sensitive, high-precision analysis, and reduce the likelihood of instrument failure by up to 25%.

Hardware and Software Telephone Support — Don’t hesitate to call us whenever you need technical hardware or software support.

Remote Advisor-Assist*** — Speed up repairs with single-click service requests and remote diagnosis. More than 60% of service calls can be resolved immediately.

Remote Advisor-Report*** — Gain insights into inventory, system configuration, usage and utilization with detailed, on-demand reports that you can use to improve capacity planning and maximize workflow efficiency.

Remote Advisor-Alert*** — Text and email notifications alert you the moment instruments require attention. As a result, you can take action before breakdowns occur, preventing costly downtime and workflow interruptions.

Service Guarantee — Enjoy total peace of mind with a 100% repair coverage guarantee. If we cannot fix an Agilent instrument covered by our service agreement, we’ll replace it.

For more information about Agilent CrossLab Silver and other Agilent CrossLab Services, please call your local Agilent Representative or visit www.agilent.com/crosslab

VALUE YOU CAN COUNT ON

Agilent CrossLab Silver has the right mix of services to maximize uptime and optimize your laboratory workflows. Best of all, you save up to 10% over purchasing repair and maintenance services separately — making it an excellent value for your lab.

OPTIONAL COMPLIANCE SERVICES

Keep your lab compliant and receive a discount on Agilent’s Number One-ranked compliance services when you bundle Operational Qualification (OQ) or Repair Qualification (RQ) services with your Agilent CrossLab Silver Plan.

CONTACT AGILENT SALES AND SERVICE CENTERS

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France  —  0810 446 446
Germany  —  0800-603 1000
India  —  1-800 180 1517
Italy  —  1-800 012 575
Japan  —  0120-477-111 or 042-656-7882
Korea  —  080-004-5090
Mexico  —  +52 55 1253 2000 or 01 800 506 4800
Russia  —  8 800 500 92 27
Spain  —  901 11 68 90
United Kingdom  —  0845 712 5292
United States  —  800-227-9770

1 Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2007

* Except for instruments which only offer Instrument Exchange or Return to Agilent Repair

** Per local parts replacement policy.

*** Where available. Installation required. Installation fees waived when connecting minimum number of systems.

Information, descriptions and specifications in this publication are subject to change without notice.

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The Measure of Confidence