Save money and get preferred response with an Advantage Silver plan for your Agilent Microarray Scanner system

The Advantage Silver plan for Agilent Microarray Scanner systems has been specifically designed to meet the needs of laboratories in the life sciences industry. This comprehensive plan provides a cost-effective way to help keep the sophisticated optics in your microarray scanner operating in optimal condition for peak performance.

Because you get all the premier instrument maintenance and repair services you need in one convenient plan, the Advantage Silver plan for Agilent Microarray Scanner systems provides total peace of mind.

With this level of coverage, you’ll benefit from:

- **Reliable operation** to protect your laboratory operations and minimize workflow disruptions
- **Peak sensitivity and reproducibility** by maintaining your system for the highest levels of precision and accuracy
- **Predictable budget management** with a fixed cost for full annual coverage – with no surprises

Plus, you’ll get the world-class service that Agilent is known for. Our factory-trained professionals complete more than 85% of service calls the first day and enjoy a 98% customer satisfaction rating with our customers worldwide.

The Agilent Advantage Silver plan provides valuable workflow protection through the following services:

- **Preferred Response** – Priority response over time and materials calls expedites the resolution of your service requests.
- **On-Site Repair Visits** – Unlimited, on-demand hardware service visits to restore your systems to operating condition and minimize downtime. Coverage includes travel and labor.
- **All Parts and Supplies Required for Repair** – Genuine Agilent parts necessary for repairs are covered by your plan to ensure your instrument only has the highest quality components.*
- **Annual Preventive Maintenance** – A scheduled maintenance visit is included to keep your systems operating at peak performance including extensive laser alignment, recalibration and diagnostics procedures.
- **Hardware and Software Telephone Support** – Technical support for both hardware and software is as close as the phone, as often as you need it.
- **Agilent Service Guarantee** – 100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we’ll replace it.
- **System Workflow Coverage** – Both your Agilent scanner as well as your Agilent hybridization ovens are covered.**
Maximize Uptime with Advantage Silver Coverage

You call Agilent if your Agilent Microarray Scanner System is not working properly. Your call takes preference over calls from non-contract customers.

Is difficulty resolved by phone assistance?

YES

Agilent Call Center dispatches a repair professional to your site.

NO

Repair professional solves the difficulty and tests your system.

Your system resumes operation, keeping laboratory productivity high.

Learn how you can minimize service costs and maximize uptime with the Agilent Advantage Silver plan

For more information about Agilent Advantage Bronze and other Agilent Services, please call your local Agilent Representative or visit www.agilent.com/chem/services

The Agilent Service Guarantee

Agilent’s 100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we’ll replace it.

CONTACT AGILENT SALES AND SERVICE CENTERS

Australia — Tel: 1-800-802-402
Brazil — Tel: 0800-7281405
Canada — Tel: 800-227-9770
China — Tel: +86-10-64397888
France — Tel: 0810 446 446
Germany — Tel: 0800-603 1000
India — Tel: 1-800 180 1517
Italy — Tel: 1-800 012 575
Japan — Tel: 0120-477-111 or 042-656-7882
Korea — Tel: 080-004-5090
Mexico — Tel: +52 55 1253 2000 or 01 800 506 4800
Russia — Tel: 8 800 500 92 27
Spain — Tel: 901 11 68 90
United Kingdom — Tel: 0845 712 5292
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Information, descriptions and specifications in this publication are subject to change without notice.

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* Per local parts replacement policy.

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