

Agilent CrossLab extended services:

## A Time of Transition and Opportunity



### Create a smooth transition to next-generation technology



Agilent instruments last for many years, but they don't last forever. Eventually, advances in technology outstrip even the best instrument's ability to upgrade, adapt, and compete. That's when the time to embrace next-generation technology has arrived.

Doing so can take time. That's why you need a proactive and orderly transition plan that may include service for older instrumentation still in use after their end-of-guaranteed-support date. Agilent is ready to help with flexible and comprehensive support options that begin when your instrument reaches this milestone date. These options include service and support from factory-trained personnel, limited new parts availability and an instrument retirement plan that can provide additional access to genuine Agilent parts.



### Does your lab have aging equipment?

Now there is no reason to go without service simply because your instruments are reaching the end of their lifespan. Agilent CrossLab Extended Services provide reliable support, and we will work with you to choose the right combination of options to meet your needs.

[www.agilent.com/crosslab](http://www.agilent.com/crosslab)



## Minimize downtime for your older instruments

Maintain top performance with these comprehensive support options delivered by factory-trained personnel.

	Gold	Silver	Bronze	Preventive Maintenance	Software Maintenance
<b>Services included in Agilent CrossLab Service Plans</b>					
Contract-level Preferred Response vs. T&M	•	•	•		
Hardware telephone support	•	•	•		
Software telephone support	•	•	•		•
All Agilent software revisions					•
<b>Onsite Repair Services</b>					
Unlimited onsite repair visits (travel & labor)	•	•	•		
Parts and consumables required for repair	•	•	•		
<b>Maintenance Services</b>					
Annual onsite preventive maintenance	•	•		•	
<b>High-Availability Services</b>					
Next-business-day response	•				
Onsite parts cache	•				
Assigned service engineer/manager	•				
Quarterly status reviews	•				
<b>Compliance Services (Optional)</b>					
Discount when bundling operational qualification (OQ)	•	•			
Guaranteed Pass OQ	•	•			
Discount when bundling re-qualification (RQ)	•	•			

## Budget concerns? Your next Agilent system may be closer than you think

Let us help you choose an acquisition option that supports your business and scientific goals:

- An operating lease (pay for use)
- Certified pre-owned instruments, refurbished to factory standards
- A capital lease (pay to own)
- Short-term rentals and subscriptions

## Start planning your end-of-support strategy

Call **800-227-9770**, option 3 (in the U.S. and Canada)

Contact your Agilent representative or Agilent authorized distributor

Visit [agilent.com/crosslab/laboratory-instrument-maintenance](https://www.agilent.com/crosslab/laboratory-instrument-maintenance)

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