Agilent Value Promise

OUR INSTRUMENTS LAST FOR YEARS
OUR COMMITMENT LASTS FOREVER

The Measure of Confidence

Agilent Technologies
Plan to optimize
Through the years, you’ve trusted Agilent Technologies to provide the instrumentation, supplies, and support needed to keep your lab running at peak performance. As each of your instruments reach the end of its useful life and as technology applications evolve, you can continue looking to Agilent to maximize the longevity of your initial investment. Let Agilent help ensure that your lab is always running at its highest level of efficiency and productivity. Plan to optimize your assets with our timely and cost-effective transition solutions.

Promising 10 years of value
The Agilent Value Promise reflects utmost confidence in our unrivaled industry standards for quality system design and manufacturing. From the date you purchase select instruments from our leading Agilent chromatography, spectrometry, and spectroscopy product lines, our Value Promise guarantees at least 10 years’ use or residual-value credit towards a replacement model upgrade. Because we stand behind our systems, our Value Promise maximizes your return on investment by assuring your purchase is safe.

Plan a smooth transition
Long before your instrument’s end-of-production date, Agilent is helping you smoothly transition by taking full advantage of our fixed-cost, multi-year support agreements for continuous support, service, and supplies, and by planning to move to the latest technology. With our wide variety of cost-effective program options, we work to meet your specific support and system requirements throughout each lifecycle. During current production, you can rely on Agilent’s highly-rated support to maximize your assets. When your system reaches its end-of-production date you can expect uninterrupted support and parts, as well as a clear and strategic path to the most cost-effective transition options for optimal performance. All the while, our 10-year Value Promise stays in force to ensure your lab gets the most for its budget.

Agilent’s first concern is helping you maintain optimal instrument uptime so your lab can be competitively efficient and profitable. Let our range of service options and technology transition solutions protect your investment.

Mike McMullen
Agilent President and Chief Executive Officer
At Agilent, we look for ways to optimize your lab’s performance by enhancing our 50 years of measurement solutions expertise with constant customer communication. That is why you can rely on us to provide the tools you need. Proudly, the Agilent name has become the assurance of unequalled dependability, reliability, ease of use, and enhanced productivity because we rigorously design, test and manufacture our comprehensive array of instruments, supplies, and services to the highest standards. We become your experienced partner delivering unrivaled systems, solutions, technical support, and education to help your lab increase efficiency and profit.

Plan for uninterrupted lab operation

As your instrument is phased out of production, trust the Agilent support process—from our Service Guarantee to our Value Promise. By informing you along the way, we keep you ahead of the curve in managing the lifetime of your instrument.

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1 Applies to current generation Agilent instruments not being used in highly corrosive and bio-hazardous environments
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