

Agilent Value Promise

Our instruments last for years.
Our commitment lasts a lifetime.





"Our first concern is helping you maintain optimal instrument uptime, so your lab can be competitively efficient and profitable. Let Agilent service options and technology transition solutions protect your investment."

Mike McMullen
Agilent President and Chief Executive Officer

Making the Most of Your Instrument Investment

Today's labs face complex challenges that require the support of a true partner. Through the years, you've trusted Agilent to provide the instruments, supplies, and support needed to keep your lab operations running smoothly.

Long before your instrument's end-of-production date, Agilent CrossLab service plans maximize your lab's productivity and minimize downtime, day after day. Whatever your laboratory configuration, we can provide the level of support that best meets your needs and budget.

As your instruments reach the end of their useful life, you can continue to look to Agilent for insights into extending the longevity of your investment. We'll help you explore your options and plan your transition to the latest technology, so you can remain competitive, control costs, and do more with less.

We Have Your Back, Every Step of the Way



The Agilent Value Promise

From the date you purchase select Agilent chromatography, spectrometry, and spectroscopy instruments, we guarantee at least 10 years* of instrument use. Otherwise, we will credit you with the residual value of the system toward an upgraded model.

*Seven years past the end of production, plus a minimum of three years past the end of guaranteed support before contract availability ends. Applies to current-generation Agilent instruments not being used in highly corrosive or bio-hazardous environments.

Our promise to you:

- ▶ At least seven years of guaranteed new instrument support from the last day of production
- ▶ At least seven years commitment to Agilent genuine parts and Agilent service expertise
- ▶ At least three years of best-effort service past the last day of guaranteed support



The Agilent Service Guarantee

If we cannot fix an instrument covered by an Agilent CrossLab service plan during the guaranteed support window, our escalation process will resolve the issue up to, and including, replacing your instrument free.**

**Conditions apply.

Put Our Insight to Work for You

CrossLab is an Agilent capability that integrates services and consumables to support workflow success, improve productivity, and enhance operational efficiency. In every interaction, we strive to provide insight that helps you achieve your goals. We offer a wide range of products and services—from method optimization and training to full-lab relocations and operations analytics—to help you manage your instruments and your lab for best performance.

Learn more about CrossLab at www.agilent.com/crosslab



Find a local Agilent customer center in your country:

www.agilent.com/chem/contactus

U.S. and Canada

1-800-227-9770

agilent_inquiries@agilent.com

Europe

info_agilent@agilent.com

Asia Pacific

inquiry_lsca@agilent.com

DE 70330042

This information is subject to change without notice.

© Agilent Technologies, Inc. 2022
Published in the USA, October 12, 2022
5991-1491EN

