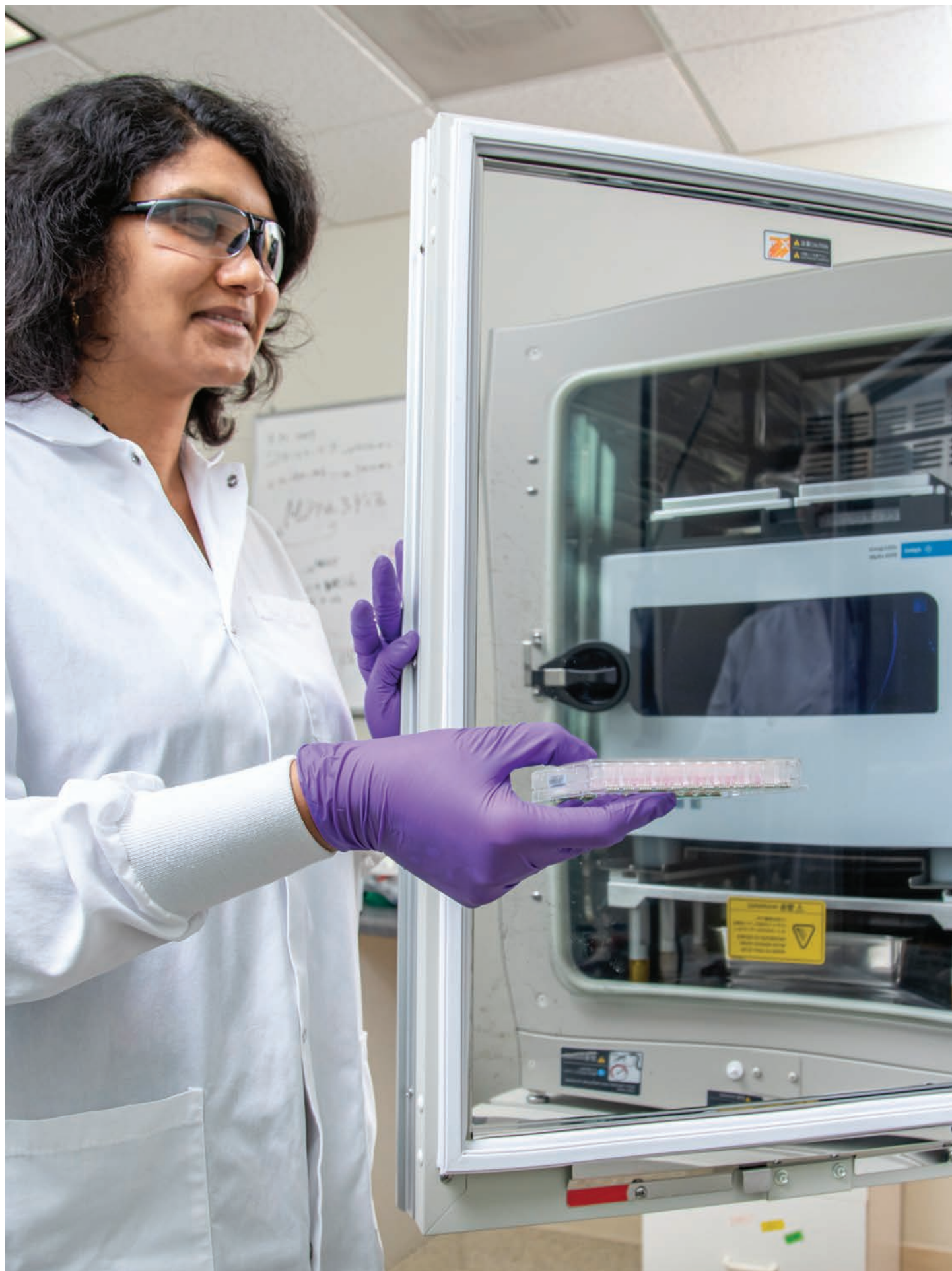


Protect the Instruments That Power Your Research

Agilent CrossLab services for cell analysis instruments





How Would Unexpected Downtime Impact Your Cell Analysis?

There's never a good time for unplanned instrument downtime. It's frustrating, and it can set your research back weeks or months—causing your lab to miss key deadlines. Even worse, precious samples—and the time spent growing them—could be lost forever.



Sample preparation



Running samples



Data generation



Data analysis



Report results



Data-driven decisions



Trusted results
(reliable and consistent) for publication

Control costs and keep your workflow running at high productivity with Agilent CrossLab services

- Maximize uptime and reduce instrument failures through predictive diagnostics.
- Make your workflow more efficient.
- Produce reliable data that are ready for interpretation and publication.
- Have predictable, controlled service costs.
- Ensure that your instruments fully comply with industry regulations.

Confidently dive into the biology with live-cell kinetic and phenotypical measures

From live-cell, real-time measurements to imaging and flow cytometry, Agilent can help you gain deeper insights into diseases and potential therapies.

What started as a set of tools for understanding cellular functionality has expanded to include live-cell analysis, flow cytometry, plate readers, imaging systems, and more. Our comprehensive portfolio enables life sciences research by providing high-performance, cost-effective analysis and quantification of living cells, biomolecules, interactions, and structures.



Flexible repair and service options for your cell analysis lab

Agilent provides convenient, flexible repair and service options to quickly get your equipment operational again. Depending on your instrument, repair services are performed either onsite by an Agilent-certified professional or at an Agilent CrossLab field service center. To learn where services are available for your instrument, see the table on page 10.

Bring in the Agilent experts: Repair services that suit your needs

Our Agilent-certified professionals promptly attend to your system at your location when an instrument breaks or your system needs diagnosis.

Only CrossLab can provide Agilent quality and expertise, including:

- Phone consultation to confirm cost and delivery of parts
- Flexible options to adapt to your service needs
- All work performed using genuine Agilent parts

Recommended and only available
with instrument purchase

Services included in Agilent CrossLab service plans*	Extended Warranty	Enhanced Extended Warranty	CrossLab Silver	CrossLab Bronze	Preventive Maintenance
Contract-level preferred response	•	•	•	•	
Virtual Tech Support (hardware and software)	•	•	•	•	
Same-day remote repair (when possible)	•	•	•	•	
Repair Services					
Repair when needed (onsite includes travel and labor)	•	•	•	•	
Genuine Agilent parts required for repair	•	•	•	•	
Agilent consumable parts required for repair		•	•	•	
Maintenance Services					
Conveniently scheduled (onsite includes travel and labor)		After first year	•		•
Genuine Agilent parts required for preventive maintenance		•	•		•
Premium Services					
Next-business-day response					
Onsite parts cache					
Assigned account manager with quarterly reviews					
Compliance and Software Services (available options)					
Operational Qualification (IQ/OQ, OQ)	•	•	•	•	•
Requalification after major repair (RQ)	•	•	•	•	•
Software maintenance agreement (SMA)	•	•	•	•	•

*Available options may vary by instrument type/model. Please consult your local representative for details.



Agilent University

Agilent University offers flexible, cost-effective training options to help you boost efficiency and operator productivity. And now, virtual instructor-led training gives you the benefits of a live class, without the need to travel.

BioTek training courses are also available, including:

ACEA-NCYT-1100r: Introduction to Flow Cytometry Using the Agilent NovoCyt

[Learn more](#) about this course and many others.



Why are Agilent CrossLab service plans a better value than other providers' services?

- **No hidden fees.** Agilent CrossLab service plans include travel and repair costs, plus genuine Agilent parts required for repair or preventive maintenance.
- **Faster time to repair.** Many issues are resolved without an onsite visit, thanks to our Virtual Tech Support capabilities. If you still need a service visit, your Agilent-certified service professional will have a previewed diagnosis and will arrive quickly with the required parts and supplies.
- **Parts on hand.** Agilent maintains its own inventory of millions of repair parts with 95%+ available when needed.

CrossLab Bronze

Timely repair coverage, budget control

Eliminate unplanned costs and improve speed to repair. All onsite repair visits, including Agilent-manufactured parts and consumables required for repair, are included. In-house repair coverage options are also available.

CrossLab Silver—our most popular plan

Maximize productivity, minimize workflow disruptions

Decrease repair costs and downtime with our Silver service plan, which includes annual preventive maintenance. It also covers all onsite repair visits and genuine Agilent parts and consumables required for repair. In-house repair coverage options are also available.

Enhanced Extended Warranty

Protect your new instrument, right from the start

Lengthens your instrument's standard warranty coverage, including any warranty-level repairs using genuine Agilent parts, and is enhanced by including preventive maintenance services after the first year.*

Multiyear service plans

Protect against price increases

Choose either a 2- or 3-year plan to lock-in your price for the plan's duration. Cut down on administrative tasks, save time, and focus on strategic initiatives knowing that you have continued service coverage.

The Agilent Service Guarantee

If we cannot fix an instrument covered by an Agilent CrossLab service plan, regardless of manufacturer, our escalation process will resolve the issue up to and including replacing your instrument for free.†

*Only available for new instrument purchases.

†Conditions apply.

Fast service at a fixed price: Agilent CrossLab field service centers

CrossLab field service centers are located globally and can help to minimize downtime. Their convenient services are performed by highly trained technicians who specialize in your instrument's care and maintenance.

Service center repair and maintenance availability varies by geography and instrument/module type. Please consult your local representative for additional details.



Agilent CrossLab field service centers: A cost-effective way to get your system back into production quickly

CrossLab field service centers can help turn downtime into productive time with fast service at a fixed price.

Instrument exchange

Our CrossLab field service centers will ship you a replacement unit—often on the same day—that has been refurbished to manufacturer specifications. You can then ship the defective unit back to Agilent within five days with no additional expense.*

Return to Agilent

If your lab requires you to retain the instrument, our Return to Agilent service is the right choice. Just ship us your defective unit, and we will repair and refurbish it. We will then return your instrument to you, typically within five business days of receipt.*

Return to Agilent with loaner instrument

In many cases, we can provide you with a loaner instrument to further minimize downtime while your defective unit is being repaired or serviced.*

*Options are available for select instruments/modules on a warranty, per-incident, or service agreement basis. Shipping turnaround dates are approximate and not guaranteed. Due to country-specific custom declaration processes, shipment duration may exceed five business days. Service center repair, maintenance, and loaner unit availability varies by geography and instrument/module type. Please consult your local representative for details.

Could your lab use less downtime?

An instrument failure wastes time, samples, and money. It also throws your lab off schedule—causing you to miss important deadlines. That's why preventive maintenance is critical to your success.

Agilent CrossLab preventive maintenance provides an extra level of service for instruments experiencing high use and/or harsh operating conditions. All services are performed by Agilent-certified service professionals who use genuine Agilent parts and supplies. What's more, we follow procedures that are proven to maintain performance and extend the useful life of your instruments.

Preventive maintenance is included with select CrossLab service plans, or on demand with no contract required.

Your best choice for cell analysis instruments: Return to Agilent with a preventive maintenance service plan*

Agilent will perform service center repairs, as needed, on your cell analysis instrument. We will also perform annual preventive maintenance—including calibration to factory specifications—in the controlled laboratory of our service center.

*Available for these cell analysis instruments: XF Pro, XFe96, XFe24, HS Mini and XFp analyzers. Contact your local sales representative for onsite availability.



Did you know...

Preventive maintenance can give your lab these advantages*:

- 24% reduction in the number of repairs
- 31% lower repair costs
- 2.4 fewer days of downtime per year

*Based on a five-year study of more than 38,000 service calls on Agilent and non-Agilent instruments, conducted by an independent actuarial firm.

Coverage for compliance services

Focus on your science and reduce your regulatory burden. Agilent offers a comprehensive set of compliance services, including:

Installation Qualification (IQ) includes testing and verification of instrument hardware and software functionality by an Agilent-certified engineer. It ensures that the shipment is complete and that both hardware and software are installed correctly.

Operational Qualification (OQ) verifies and documents the system's ability to meet specified performance criteria after it is installed in the selected environment. Audit-ready documentation will be supplied.



Agilent service professionals complete a thorough checklist every time they perform preventive maintenance on your instruments. So, you can be sure you're receiving the highest quality and consistency.



Coverage options available for specific instruments

	Agilent Seahorse Analyzers	Agilent NovoCyte	Agilent xCELLigence
Repair Type	Onsite, RTA*	Onsite, RTA**	Onsite***; RTA
Annual or on-demand preventive maintenance	•	•	•
Bundled services (repair and preventive maintenance)	•	•	•
Compliance (IQ/OQ)	•†	•	•
On-demand repair	•	•	•

* Pipette heads use RTA service.

** AutoSampler use RTA service.

*** xCELLigence RTCA eSight use onsite service.

† Available for XF Pro analyzer only.

RTA: Return to Agilent



Coverage options available for your Agilent BioTek instruments

- Onsite or Return to Agilent (RTA)
- Annual or on-demand preventive maintenance
- Bundled services (repair and preventive maintenance)
- Compliance (IQ/OQ)
- On-demand repair



Agilent BioTek cell imaging and microscopy



Agilent BioTek microplate readers



Agilent BioTek automated liquid dispensing and handling



Agilent BioTek microplate automation



Supporting your success

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



Contact the cell analysis worldwide technical support team

cellanalysis.support@agilent.com

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RUO

400-600-1063

IVD

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