



On-Demand Repair Services

On-Site Repair of Agilent Life Sciences and Chemical Analysis Instruments

Service agreements from Agilent Technologies offer economical and comprehensive insurance against unexpected repair costs for your Agilent instruments. However, if you elect not to have a service agreement, Agilent also offers on-site instrument repair that may be purchased on a per-incident basis.

Agilent's On-Demand Repair Services provide expert on-site support for your laboratory instruments – when you need it.

On Demand Repair Charge

| | Rate A | Rate B |
|-------------------|--------|--------|
| On Demand | €685 | €822 |
| Multiple systems | €404 | €462 |
| Additional labour | €192 | €231 |

Instrument Service Rates are separated into 2 categories.

Rate A category instruments include GC, GC/MS, LC, UV-Vis, CE, AA-Systems and Bioanalyzer.

Rate B category instruments include LC/MS, GC QQQ, GC Ion Trap, UV VIS Cary 4000/5000/6000, Scanner, ICP-OES and ICP-MS.

There is one fixed charge for a customer service professional to travel to your site. This charge includes the labor necessary to diagnose and correct most simple failures, or to assess and begin more extensive repairs. Parts, labor in excess of two hours, and travel* are charged on an as-needed basis.

- Labor in excess of two hours is billed at Rate A or B/hour in half-hour increments.

For Instruments Beyond the Guaranteed Support Date

- Agilent does not warrant or guarantee a successful repair
- Agilent will use commercially reasonable efforts to effectuate the repair

What Does the On-Demand Service Charge Include?

The On-Demand Service charge includes travel; the labor and travel* to diagnose and repair a failure on one analytical system, up to a maximum of two hours. If more than two hours of labor are required, additional labor is charged at **Rate A or B** per hour, in half-hour increments. Parts, consumables and supplies are not included in the charge. If parts, consumables or supplies are required, the current list price will be charged for them.

Know Exactly What the On-Demand Repair Response Fee Will Be

When you call for On-Demand Service, the Agilent representative will tell you what it will cost to get an Agilent service professional on your site to assess the problem. Once the Agilent service representative has arrived on site and examined the instrument, you will be advised if parts or additional labor are required to correct the problem.

If the customer service professional is unable to correct the problem within the two-hour time limit, three options are available:

- The customer service professional can remain at your site, upon your approval, and complete the repair. You will be charged for additional labor and parts.
- The customer service professional can leave at this point, and there is no additional charge.
- If you request that the customer service professional leave after the two-hour time limit and later decide to complete the repair, you will be charged for additional labor, travel, and parts.

Expert Service Professionals

The service professional who arrives at your site is trained in a factory-designed program to diagnose and repair problems with your Agilent instrument. For unusually difficult problems, Agilent service professionals have access to a wealth of expertise and resources from our worldwide support organization. This helps to make sure that your instrument becomes productive again as soon as possible.



Answers to Frequently Asked Questions about On-Demand Repair Services

What if it takes less than two hours to repair my instrument?

The full On-Demand Service charge still applies, even if the service representative completes the repair in less than two hours. The On-Demand Repair charge takes into account phone time, preparation time, travel, and response uplifts in addition to initial on-site time. It is expected that on-site time may be less than two hours, but Agilent begins working on your service call long before the service representative arrives at your site. Our aim is to get your instrument functional in as short a time as possible by doing preliminary diagnosis via the telephone and by preparing for your service call before we arrive at your door. The faster we can repair your instrument when we arrive on site, the faster your instrument returns to being productive.

What if I have multiple systems that require repair on the same site?

The On-Demand Service charge is for a failure on one system only. Often, failures in multiple systems require the services of different Agilent service representatives, or will require multiple visits to your site. In these cases, a separate On-Demand charge is required for each analytical system. However, if one Agilent service representative is able to repair multiple systems during the same visit, an adjusted On-demand charge will be applied. See table on page 1.

What if I have two failures on the same system?

As long as both failures are declared when the service call is logged, only one On-Demand charge will apply. Parts, consumables and supplies, extended travel, and labor over two hours will be additional charges as usual. If the additional problem is not noted at the time the call is logged, the service representative may not be prepared for the additional repair, and a return visit to your site may be required. In this case, an additional On-Demand charge will apply.

How will the service representative know how to prepare for my service call?

After you log the service call, a technical specialist or a service representative will contact you via telephone and will ask questions to help ensure that the service representative arrives at your site with the proper parts and tools to complete your repair successfully on the first visit. While most service calls can be completed on the first visit, because of the unpredictable nature of repair work, some repairs will require a return visit or visits to complete the repair.

What if I just want to have a preventative maintenance visit, to have my mass spectrometer's source cleaned or to have operational qualification performed on my instrument?

Preventative Maintenance (PM), Source Cleaning and Operational Qualification (OQ) have fixed prices for complete On-Demand Services including travel*. Your Agilent Service Representative can quote you a price for these services for your instrument.

How can I provide Agilent with a purchase order when I do not know the final cost of the repair?

You may not know the final charges until the customer service engineer diagnoses the problem. However, because you need to set a cost amount in preparing your purchase order, we recommend that you provide us with a purchase order specifying a maximum value amount.

For Additional Information

For more information, please call (0031) 20 547 2600 in the Netherlands. In other regions of the world, please contact your local Agilent sales office and ask for a Chemical Analysis representative.

Or visit our Internet site at:
<http://www.agilent.com/chem>

* Possible exceptional travel costs may also be incurred.

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