

Reduce Downtime with Fast Service at a Fixed Price

Agilent CrossLab Field Service Center



A cost-effective way to get your system back into production quickly

Agilent
CrossLab

From Insight to Outcome

CrossLab Field Service Centers can help turn downtime into productive time. Their convenient services are performed by highly trained technicians who specialize in your instrument's care and maintenance.



Instrument exchange

Our CrossLab Field Service Centers will ship you a replacement unit that has been refurbished to manufacturer specifications—and will look and perform like new. Replacement instruments are often shipped out the same day, so your lab can be up and running again quickly. You can then ship the defective unit back to Agilent within five days with no additional expense. (Eligible instruments and modules only.)*



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

We can provide you with a loaner instrument to further minimize downtime while your defective unit is being repaired or serviced. (Eligible instruments and modules only.)

Eligible instruments include, but are not limited to:

- LC modules
- GC autosamplers
- GC/MSD sources/analyzers
- Micro GC systems
- Dissolution systems
- Bioanalyzer/TapeStations systems
- qPCR systems
- UV-Vis/FTIR
- Flash, GPC, and more
- Seahorse analyzers

See the complete list:

www.agilent.com/chem/service-center-instruments

Agilent CrossLab Field Service Centers: The difference is in the details

- We only use genuine Agilent parts to ensure that your lab equipment is brought back to peak operating efficiency.
- Every CrossLab Field Service Center is equipped with the latest ISO-9001-regulated tools and procedures.
- Extensive diagnostics and testing makes sure that the problem is resolved the first time.
- Our technicians will repair your instrument to current Agilent engineering specifications for improved performance and reliability.

Which CrossLab Field Service Center option is right for you?

Feature	Instrument Exchange	Return to Agilent	Return to Agilent w/ Loaner
Unit brought up to current engineering specifications	•	•	•
Predictable price	•	•	•
Approximate repair time		5 business days*	5 business days*
Return shipping costs included	•		•
Shipping container included	•		•
Keep your original instrument		•	•

All options are available for select instruments 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 and maintenance availability varies by geography and instrument/module type. Please consult your local representative for details.



Agilent CrossLab integrates services, consumables, and lab-wide resource management to help laboratories improve efficiency, optimize operations, increase instrument uptime, develop user skill, and more.

Learn more about this Agilent capability, and see examples of insights that lead to great outcomes: www.agilent.com/chem/crosslabstories

Agilent CrossLab Field Service Centers are located around the globe. Schedule your repair or service today.

www.agilent.com/chem/service-center-repair

This information is subject to change without notice.

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