

Maximized Uptime, Unmatched Peace of Mind

Agilent CrossLab Service Guarantee



Agilent is committed to keeping every instrument in your lab running efficiently

When you choose Agilent CrossLab, you choose a true partner, dedicated to helping you meet today's complex science and business challenges. And we stand behind our services with the Agilent CrossLab Service Guarantee.

What is the Agilent CrossLab Service Guarantee?

Our guarantee applies to all Agilent instruments covered by an Agilent CrossLab service plan that includes covered repairs.¹ When you request service, Agilent will open a service order and respond promptly. While most services are completed with one visit, multiple visits may be required, particularly when defective parts need replacement.

What if my equipment doesn't perform within the published specifications when the service order is complete?

Agilent will begin an escalation process to resolve the issue. If the instrument is still not operating within specifications after the escalation process is complete, Agilent will honor our guarantee as follows:

For Agilent equipment

At its discretion, Agilent will replace your equipment with either an equivalent new unit or a refurbished unit.²

For non-Agilent equipment

At its discretion, Agilent will either:

- Replace the equipment with equivalent new or refurbished Agilent or non-Agilent equipment of equal or better performance.²

OR

- Credit you the residual value of the service agreement for the equipment, which will terminate the agreement.

¹ Service plans are sold on instruments that are either new or in good working order. Agilent reserves the right to inspect instruments prior to covering with a plan.

² Any replacement equipment will continue to be covered by the existing service plan.



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 the free replacement of your instrument.[†]

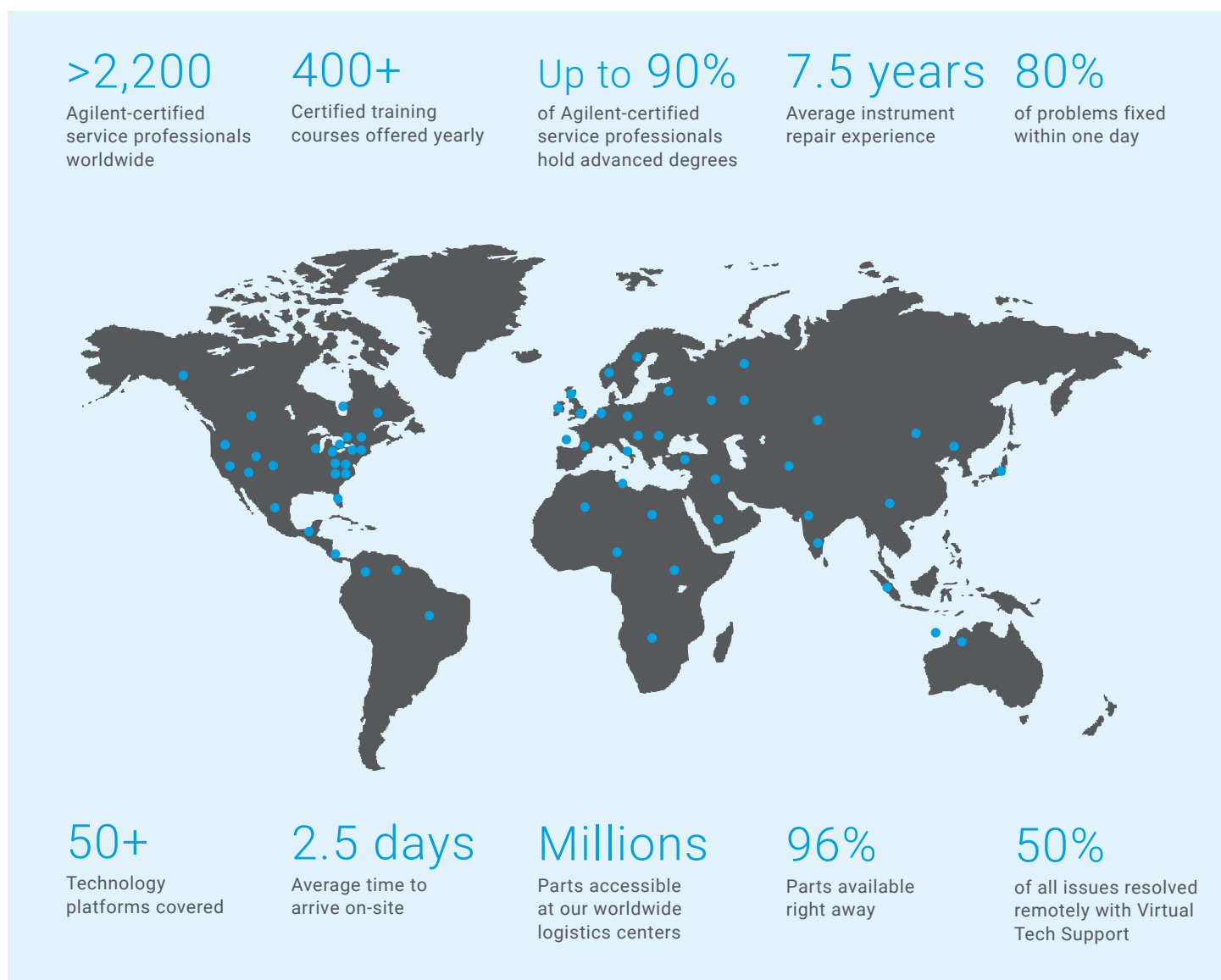
[†]Conditions apply.

To learn more, contact your Agilent representative at www.agilent.com/chem/contactus



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

- 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. 50% of 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 quickly arrive with the required parts and supplies.
- Parts on hand. Agilent maintains its own inventory of millions of repair parts with 96% available when needed.



Learn how Agilent CrossLab has brought insight and value to customers around the world.

www.agilent.com/chem/service-plans

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