

# Maximized Uptime, Unmatched Peace of Mind

Agilent CrossLab service guarantee



Agilent CrossLab service engineers strive to deliver insight at every interaction, helping users improve efficiency, optimize resources, increase instrument uptime, and develop user skill.

Agilent  
**CrossLab**  
From Insight to Outcome

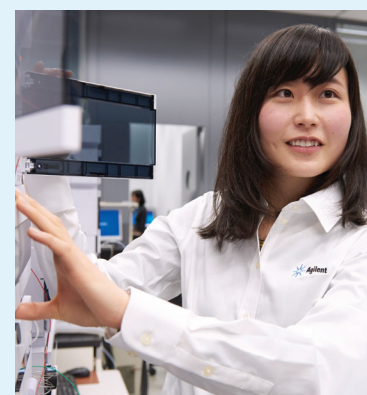
## Agilent is committed to keeping every instrument in your lab operating efficiently

When you choose Agilent CrossLab, you choose a true partner committed to helping you meet today's complex science and business challenges.

We are so confident in our service quality—regardless of instrument make or model—that we offer the Agilent CrossLab service guarantee.

### What is the Agilent CrossLab service guarantee?

When a hardware problem cannot be solved immediately, key technical and management resources—including research/development, manufacturing, and executive management—will promptly attend to your issue. If the hardware problem cannot be resolved, we will replace your analytical instrument for free.



### Our promise to you

If we cannot fix an instrument covered by an Agilent service plan—regardless of manufacturer—we'll replace it with an Agilent equivalent instrument free.

Learn more about the Agilent service guarantee. Contact your Agilent representative at [www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus)



## Agilent CrossLab service engineers: The people behind our partnership

- Our service engineers have an average of 10 years of analytical instrument repair experience, and many are former instrument users.
- All service engineers carry a large supply of commonly used parts for immediate repairs. They can also access Agilent worldwide logistics centers—stocked with millions of parts for Agilent and non-Agilent instruments—to have needed parts shipped overnight.
- Agilent training is rigorous and continuous, exceeding the requirements of most independent service providers and many instrument manufacturers.
- Service engineers are ready to support every new Agilent instrument that goes to market—plus a broad range of non-Agilent instruments in your lab.

## CrossLab instrument service agreements: The smart choice

With a CrossLab instrument service agreement, you get fast repairs—typically quicker than any other manufacturer. Our world-class, dedicated, and formally trained service engineers can quickly return your instruments to operating condition—maximizing your productivity and efficiency. You also get:

- Comprehensive protection against unexpected repair costs with one fixed price.
- Genuine Agilent and/or OEM parts designed and manufactured with the high quality you expect from Agilent.
- State-of-the-art resources to diagnose, fix, and qualify instrument repair.
- Guaranteed confidence in the reliability of your results.



### “From insight to outcome” isn’t just our motto...it’s our mission

Agilent CrossLab service engineers strive to deliver insight at every interaction, helping users improve efficiency, optimize resources, increase instrument uptime, and develop user skill. Learn how Agilent CrossLab has brought insight and value to customers around the world: [www.agilent.com/chem/crosslabstories](http://www.agilent.com/chem/crosslabstories)

Maximize your uptime with end-to-end support.

Contact your Agilent representative today.

[www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus)

This information is subject to change without notice.

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