Today’s labs face complex scientific and business challenges that require support from a true partner. Agilent CrossLab combines the innovative services, software, and consumables competencies of Agilent Technologies—delivering vital, actionable insights that drive improved economic, operational, and scientific outcomes.

Minimize workflow disruptions, regardless of instrument manufacturer, with Agilent CrossLab Silver

The Agilent CrossLab Silver service plan includes all the benefits of our Bronze service plan:

- Preferred response to on-demand calls
- Onsite repair visits—including travel time and labor*
- Genuine Agilent parts for Agilent and non-Agilent equipment
- Consumables/supplies required for repairs
- Access to real-time support with Agilent CrossLab Remote Advisor Assist and Report**

Need additional support? We’ve got you covered.

If your lab is highly sensitive to downtime, consider Agilent CrossLab Gold—our most comprehensive mix of service and support.

Visit: [www.agilent.com/crosslab/laboratory-services-and-support](http://www.agilent.com/crosslab/laboratory-services-and-support)
Why Agilent CrossLab service plans?

**Expertise and convenience**
Agilent CrossLab engineers have the skills, qualifications, and experience to properly service all of your lab instruments—regardless of make or model. As an industry leader in the design, manufacture, and service of laboratory equipment, we can consolidate all of your needs into a single convenient agreement.

**Support for major brands**
Agilent CrossLab plans cover instruments made by Agilent and other manufacturers. Whatever your laboratory configuration, we can provide the level of support that best meets your needs, goals, and budget.

You also get these valuable extras—which can save you up to 10% over purchasing repair, maintenance, and compliance services separately:

- **Annual preventive maintenance:** Keeps your system operating at peak performance
- **Optional compliance services:** When bundled with your Silver plan, you receive a discount on Compliance Services, and guaranteed-pass Operational Qualification (OQ)
- **Remote Advisor Alert:** Text and email notifications alert you the moment instruments require attention, so you can take action before breakdowns occur**

**Agilent Service Guarantee**
If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it. That's 100% peace of mind.

**Telephone support for hardware and software**
Some problems might not even require a service call. Our technical experts may be able to resolve your problem immediately over the phone—saving you from costly instrument downtime.

* Except for instruments which only offer Instrument Exchange or Return to Agilent Repair
** Where available. Installation required. Installation fees waived when connecting minimum number of systems

For more information about Agilent CrossLab services, call your local Agilent representative or visit www.agilent.com/crosslab/laboratory-services-and-support

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