

Get Total Repair Coverage at a Fixed Annual Price

Agilent CrossLab Bronze service plan



Minimize unplanned costs and improve speed to repair

Unplanned downtime shrinks your lab budget by up to \$10,000 per day.* But here's the good news: You can get full protection against expensive repairs and extended downtime with Agilent CrossLab Bronze.

The Agilent CrossLab Bronze service plan covers all onsite hardware repairs of Agilent and other select manufacturer's instruments, and includes:

- 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 provided when required for repairs

Does your lab require scheduled preventive maintenance, proactive service, or priority response to maximize instrument uptime? Consider the Agilent CrossLab Silver and Agilent CrossLab Gold service plans.

Want to know more? Visit www.agilent.com/chem/service-plans

*An average value, based on a comprehensive Agilent survey of customers who self-reported their economic costs of instrument down time.

**Except for instruments that only offer Instrument Exchange or Return to Agilent Repair.

Agilent
CrossLab





From Insight to Outcome

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.

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

-  **Experience and expertise:** Up to 90% of Agilent-certified service professionals hold advanced degrees. They're uniquely qualified to provide fast, efficient repairs, so you can get up and running again quickly.
-  **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 95%+ available when needed.

More than just service plans—a partner for business success

-  **Compliance services:** Focus on your science and reduce your regulatory risk. Our Instrument Qualification and Computer System Validation Services have been consistently rated #1 by the regulated industry. What's more, they are designed to guarantee full compliance with the most stringent quality standards applicable to Analytical Instrument Qualification.
-  **Multiyear service plans:** Protect against price increases and advance strategic initiatives knowing that you have continued service coverage. Choose a multiyear plan to lock-in your price for the plan's duration.
-  **Multivendor services:** Simplify instrument services across manufacturers. Agilent CrossLab multivendor services give you comprehensive support for other manufacturers' instruments, streamlining scheduled and unplanned maintenance across your analytical fleet.
-  **Agilent University:** Build confidence and develop expertise for your scientific career. Improve lab operations and minimize downtime with courses covering troubleshooting, maintenance, sample prep, and software operations for chromatography, mass spectrometry, spectroscopy, and more.
-  **Method and application services:** Optimize workflows and deploy the latest technologies. Partner with Agilent CrossLab to overcome application problems and reduce the time it takes to develop and implement new methods.



Talk to your Agilent representative about the benefits of an Agilent CrossLab Bronze service plan.

Or visit: www.agilent.com/chem/service-plans

This information is subject to change without notice.

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