

Agilent CrossLab Bronze

Total repair coverage, priced for academic and government labs

Agilent
CrossLab

From Insight to Outcome

Get affordably priced, all-inclusive repair coverage with Agilent CrossLab Bronze

The Agilent CrossLab Bronze service plan is ideal for laboratories with flexible response time requirements and a separate operating budget for repair parts and consumables. It covers all onsite hardware repairs from multiple manufacturers, and includes:

- **Preferred response to on-demand calls:** Ensures that your instrument will be up and running again as quickly as possible
- **Onsite repair visits:** Restore your system to operating condition. Coverage includes travel time and labor*
- **Genuine Agilent parts:** Agilent maintains a multi-million-dollar inventory of service parts for Agilent and non-Agilent equipment
- **Consumables/supplies required for repair:** These include normal wear-and-tear items, such as liners, seals, and tubing
- **Access to Agilent CrossLab Remote Advisor Assist and Report:** Get real-time support with remote monitoring, diagnostics, and reporting**



Need additional support? We've got you covered.

If your lab requires scheduled preventive maintenance, proactive service, or priority response to maximize instrument uptime, consider the Agilent CrossLab Silver and Agilent CrossLab Gold service plans.

Visit:

[www.agilent.com/crosslab/
laboratory-services-and-
support](http://www.agilent.com/crosslab/laboratory-services-and-support)

Why Agilent CrossLab service plans?

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.

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.

Agilent CrossLab provides service and support on platforms including:



5977B GC/MSD



1260 InfinityLab II



Seahorse XFe24 Analyzer

Agilent Service Guarantee

If we cannot fix an Agilent instrument covered by an Agilent Service Agreement, we'll replace it for free or provide full credit.

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

This information is subject to change without notice.

© Agilent Technologies, Inc. 2017
Published in the USA, October 31, 2017
5990-3249EN