

Guard Your Instrument Against Costly Repairs and Downtime

Agilent CrossLab multiyear service plans



Control your budget and gain peace-of-mind that lasts for years

Your instrument is the key to greater productivity today and in the future. And, you can get full protection against expensive repairs and extended downtime with Agilent CrossLab Multiyear service plans. That's good news when you consider that unplanned downtime can cost your lab up to \$10,000 per day.*

By choosing a multiyear service plan, you can:

- Manage inflation concerns and lock-in today's prices.
- Ensure seamless support, whether renewing a service plan or after warranty.
- No need to renegotiate on an annual basis.
- Focus on strategic initiatives knowing that you have continued service coverage.
- Use funds now that may not be available to you later.
- Keep time and materials charges to a minimum.
- Take advantage of flexible purchasing options and billing frequency to suit your needs**

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.

To select your plan now, 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.

**Purchasing options are available after warranty has lapsed. Terms and Conditions for services purchased at point of instrument sale allow for only payment upfront.

Agilent
CrossLab

From Insight to Outcome

The more years you choose, the more money you'll save





Choose a 3-year service plan and you could save up to a cumulative 7.5% over the course of the service plan compared to renewing year after year.

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 arrive quickly 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 multiyear service plan.

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

This information is subject to change without notice.

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