



The results are clear...

You can reduce

unexpected repairs by 35%

Agilent Preventive Maintenance



5-year survey demonstrates that Agilent Preventive Maintenance:

- Lowers incidence of unexpected repairs by an average of 35%
- Reduces repair costs by an average of 41%
- Decreases downtime by an average of 3.4 days/year

Increase the reliability and durability of your Agilent instruments

Nothing is more important to you than getting maximum productivity from your lab — meaning that your instruments are up and running, ready to provide accurate and reliable results. Proper upkeep of analytical systems is a vital part of making that happen. Regular preventive maintenance helps you to ensure instrument availability, maintain peak performance, and extend your instrument's useful life. But will any PM do?

Now there is clear evidence that Agilent PM does a superior job of delivering these benefits. A five-year study of over 38,000 service requests analyzed by a third-party actuarial firm showed that Agilent PM increased instrument uptime by 3.4 days, reduced repairs by 35% and cut repair costs by 41% compared with other PM sources. It's a clear reason to choose Agilent PM.

Save time and money with Agilent Preventive Maintenance

Regardless of your choice of service coverage, you can expect measurable benefits from taking Agilent PM on your instruments. For those who pay for time-and-materials repairs at on-demand service rates, you can expect Agilent PM to help you reduce the frequency and severity of repairs — saving you up to 41%. Agilent service plan customers with Agilent Repair Service or Advantage Bronze contracts can experience 35% fewer repairs simply by upgrading to Advantage Silver level coverage which includes an annual preventive maintenance.

What kind of labs need Agilent Preventive Maintenance?

Labs with high-throughput operations

You need mission-critical systems up and running at all times. Having Agilent PM is part of achieving maximum uptime and availability.

Labs requiring reliable productivity

Agilent PM ensures the kind of peak performance you need for dependable laboratory operations and productivity, day after day.

Labs needing to eliminate unplanned repair costs

Get protection from the inconvenience and expense of surprise repairs, and extend your instruments' working life, with Agilent PM.



The results are clear! Agilent Preventive Maintenance is superior to other PM sources.

A five-year survey of 38,460 separate claims analyzed by a third-party actuarial firm provides convincing proof that Agilent Preventive Maintenance reduces the frequency and severity of repairs while also significantly reducing downtime.

In addition, the results indicate that a regularly scheduled Agilent PM reduces repairs, costs, and downtime even further, owing to the fact that simple repairs may be addressed at the time of system maintenance.

Platform	Average Reduction with Agilent PM in:		
	Repair Events	Repair Costs	Downtime (Days/Year)
GC	-18%	-17%	-0.9
GC/MS	-27%	-31%	-2.0
LC	-26%	-31%	-2.5
LCMS	-39%	-34%	-3.0
Non-Agilent instruments	-17%	-25%	-3.0
UV-VIS	-9%	-15%	-0.5
Weighted Average	-24%	-31%	-2.4
Excluding repairs done at time of Preventive Maintenance	-35%	-41%	-3.4

Summary of results of the study of a total of 38,460 Agilent service records, in which instruments covered by both repair and preventive maintenance services (7,800 instrument systems) were compared to instruments covered only by a repair agreement (5,600 instrument systems). The total averages for reduction in number of repairs, repair costs and downtime across all instruments are shown, along with the same figures for selected instrument platforms. The total figures also included data for ICP-MS and microarray scanner instruments.

Learn more about the effectiveness of Agilent Preventive Maintenance today!

Visit www.agilent.com/chem/prevent or talk to your Agilent Representative.

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