



# Welcome to doing business with Agilent

## Agilent Services and Support



### **Agilent Service and Support: A global team focused on your needs.**

With Varian now part of Agilent, we are capable of providing more efficient, complete, and responsive support across a broader range of instruments. Although the way you contact your service engineer is changing, we believe the change is only for the better! Our customers give us top-ranking scores in satisfaction and loyalty. So you can count on us for the solutions that free you to focus on what you do best.

### **Fast, efficient support from highly trained, experienced professionals.**

Agilent Certified Customer Service Engineers (CSE) have:

- An average of 10 years of instrument repair experience.
- Successful completion of annual factory-authorized training.
- Intensive hands-on technical training with Agilent and non-Agilent equipment.

Your Service Engineer is one of many Agilent professionals working every day to ensure you receive:

- **Agilent-certified parts.** Whether you need a part for an Agilent or non-Agilent instrument, you will always get top quality, guaranteed parts.
- **Best in class delivery performance** for service parts to resolve your service requests quickly and accurately.
- **A comprehensive escalation process** for the occasional tough problem that brings in top management to resolve your issue and get you back to work fast.
- **The best minds in the industry.** The same people who designed your instrument, software, and protocols are available to solve your problems quickly.

And, for our contract customers, all this is provided at the Preferred Service level. Service plan holders take precedence over time and materials calls for fast resolution to service requests.

The Measure of Confidence



**Agilent Technologies**



## Safeguard your operation with the Agilent Service Guarantee

Our service guarantee is simple and effective. If we fail to fix your Agilent instrument covered by our service agreement, we will replace it. No other company offers this level of commitment to keep your lab up and running at peak efficiency.

## When you need answers, Agilent is here for you

At Agilent, obtaining technical support is straightforward and fast — just three simple steps:

- 1 Call your regional technical support center.
- 2 Select the product type.
- 3 Choose the kind of support you need.

You will either be connected immediately with a technical support specialist, or an operator will expedite your service request to a technical expert/engineer. In most cases, you will get the answers you need within minutes.



**Hong Kong**  
**800 938471**



Located elsewhere? No problem, see [www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus) to find your nearest Agilent support center.