



Welcome to doing business with Agilent

Agilent Services and Support



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

Now that Agilent services your lab equipment, we want you to know that we're poised to provide efficient, complete, and responsive support across a broad range of instruments. Although the way you contact your service team is changing, we hope you'll find that the change is for the better! Our customers give us top scores in satisfaction and reward us with their loyalty. So you can count on us for the solutions that free you to focus on what you do best.

Highly trained, experienced Service Engineers ensure fast, efficient support

Agilent Certified Customer Service Engineers offer superior qualifications:

- 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

A team of professionals provides everything you need to keep your equipment up and running

- **Agilent-certified parts** for both Agilent and non-Agilent instruments give you confidence you have top-quality, guaranteed replacements.
- **Best-in-class delivery performance** for parts means you get the right replacement at your site—fast.
- **A comprehensive escalation process** for the occasional tough problem brings in top management to develop a solution that minimizes downtime.
- **The best minds in the industry** for solving problems with Agilent equipment belong to the people who know the most about the instrument design, software and protocols.

Contract customers get an additional benefit:

All this is provided at the Preferred Service level. Your service request takes precedence over time-and-materials calls to ensure rapid resolution of your issue.





Safeguard your operation with the Agilent Service Guarantee

Our service guarantee is simple and effective. If we can't fix your Agilent instrument covered by our service agreement, we'll replace it. No other company offers this level of commitment to keeping 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.

*For your call to be processed quickly, you will need to have two pieces of information:

- 1) your system's model name (e.g., SuperNova A, 400-R, 1290 LC, etc.)
- 2) its serial number (commonly found on a back corner of the instrument)



Contact Us

Learn more: www.agilent.com/chem/services

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