

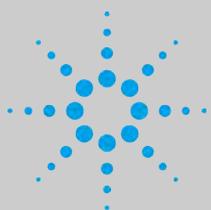
Agilent Advantage Silver Plan for

Magnetic Resonance Products



Ensure

optimal system performance and
total peace of mind



Agilent Advantage Silver

is Agilent's full coverage plan for total confidence that your system will perform optimally.

Comprehensive coverage for dependable laboratory operations

With Agilent Advantage Silver, you get all the coverage you need to ensure reliable instrument performance and optimum workflow efficiency. In one convenient plan, Agilent Advantage Silver packages a comprehensive range of services, including:

- All-inclusive repair for rapidly resolving problems, minimizing disruptions to lab operations
- Scheduled preventive maintenance to ensure peak performance
- Options to customize coverage to your needs: Excludes magnet, cold probe-only coverage, and/or include Helium Refill Service

Discover why Agilent Advantage

- Receives a 98% customer satisfaction rating
- Resolves 85% of problems on the first day
- Comes from field engineers with 10 years average experience

Agilent Advantage Silver Plan for

Magnetic Resonance Products

Agilent Advantage Silver Plan helps optimize your **workflow productivity** through these features:

Preferred Response - Fast response over time and materials calls expedites the resolution of your service requests.

On-Site Repair Visits - Unlimited, on-demand hardware service visits restore your systems to operating condition and minimize downtime. Coverage includes travel and labour.

Parts Required for Repair - Genuine Agilent parts necessary for repairs are covered under the cost of your plan.

Options to customize coverage to your needs:
Excludes magnet, coldprobe - only coverage, and/or include Helium Refill Service.

Annual On-Site Preventive Maintenance - A scheduled maintenance visit is included to keep your systems operating at peak performance for sensitive, high-precision analysis. It also reduces the likelihood of instrument failure by up to 25%.

Hardware and Software Telephone Support - Technical support for both hardware and software is as close as your phone, as often as you need it.

Agilent Service Guarantee - 100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it.

For more information about Agilent Advantage Silver Plan and other Agilent Services, please contact your local **Agilent Office**

 Austria - Tel. +43 1 25125-0

 Belgium - Tel. +32 2 404 9000

 Denmark - Tel. +45 70 13 73 13

 Finland - Tel. +358 (0) 10 802 220

 France - Tel. 0810 446 446

 Germany - Tel. 0800 603-1000

 Ireland - Tel. +353 1 605 8324

 Italy - Tel. 800 012 575

 Luxembourg - Tel. +32 2 404 9000

 Netherlands - Tel. +31 020 547 2600

 Spain - Tel. +34 901 11 68 90

 Sweden - Tel. +46 08 506 489 50

 Switzerland - Tel. 0848 80 35 60

 UK - Tel. 0845 712 5292

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