

# Many Instrument Models, One Service Provider

Agilent CrossLab multivendor instrument support and services



Labs around the world trust Agilent for unmatched multivendor instrument support and services

Agilent  
**CrossLab**

From Insight to Outcome

When you need comprehensive repair, preventive maintenance, qualification, or relocation support for your LC, GC, atomic and molecular spectroscopy, as well as mass spectrometry instruments—regardless of manufacturer—look no further than Agilent CrossLab services. We deliver:

- **Expertise:** Our global team of service engineers is certified through hands-on training with original equipment from over 300 instrument models and 26 manufacturers
- **Parts:** Agilent maintains a multi-million-dollar inventory of service parts for both Agilent and non-Agilent equipment
- **Consistency:** Reliable Agilent standard product development, testing, and service protocols ensure unbeatable quality, every time
- **Compliance:** Our fully automated compliance engine (ACE) qualifies chromatography, spectroscopy, and mass spectrometry systems with the highest quality and reliability

No wonder renowned labs across the US, Europe, and Asia—including 12 of the top 15 pharmaceutical companies—have chosen Agilent as their multivendor service provider.

What's more, Agilent is the premier instrument vendor certified by ISO 9001, and our CrossLab services are in full compliance with ISO 9001, ISO 13485, FDA and more industry standards.

See how we can tailor our services to fit your needs.

Visit [www.agilent.com/chem/mvis](http://www.agilent.com/chem/mvis)

## Agilent CrossLab Service Guarantee



### Our commitment to keeping every instrument in your lab operating efficiently

When you choose Agilent CrossLab, you choose a true partner committed to helping you meet today's complex science and business challenges. We are so confident in our service quality that we offer the Agilent CrossLab Service Guarantee.

When a hardware problem cannot be solved immediately, key technical and management resources—including research/development, manufacturing, and executive management—will promptly attend to your issue. If the hardware problem cannot be resolved, we will replace your eligible analytical instrument with an Agilent equivalent instrument for free or provide full credit.

## For service and support across your lab, the name to trust is Agilent CrossLab services

### Count on the professionals who understand your lab, workflow, and goals

Your trusted Agilent engineer also knows your lab's non-Agilent instruments inside and out. Agilent service engineers:

- Are among the industry's most skilled, averaging 10 years of instrument repair experience
- Have been certified through intensive training at our Agilent CrossLab Service Center—and have auditable training records
- Arrive equipped with traceable tools, calibrated test equipment, and proven protocols to deliver unparalleled service quality—guaranteed

### Service parts are in stock and immediately available

Fast repairs only happen when the right parts are available. That's why Agilent maintains a global sourcing infrastructure to manage a multi-million-dollar inventory of Agilent and non-Agilent parts. Remember that Agilent CrossLab supplies are manufactured to perform seamlessly with a variety of analytical instruments—regardless of vendor.

### World-class qualification to support your lab's compliance requirements

Agilent CrossLab Compliance services qualify instruments and software regardless of manufacturer, and Agilent qualification approaches are well accepted by major regulatory agencies and standards organizations. Our consistent, error-free reports arrive in a tamperproof format to allow single-signature approval—saving review time and virtually eliminating your compliance risk.



### Agilent CrossLab services: Maximize instrument uptime with end-to-end service support

**Enterprise Solutions:** Improve your operational efficiency and minimize service costs.

**Compliance:** Manage your lab instruments and software to minimize regulatory risk and stay current with industry standards and best practices.

**Relocation:** Reduce the stress of your move and quickly restore your lab instruments to full operation.



### Real stories from the lab

See examples of Agilent CrossLab insight at work at [www.agilent.com/chem/mvisstories](http://www.agilent.com/chem/mvisstories)

For more information, contact an Agilent representative  
or visit [www.agilent.com/chem/mvis](http://www.agilent.com/chem/mvis)

This information is subject to change without notice.

© Agilent Technologies, Inc. 2018  
Published in the USA, February 9, 2018  
5991-0632EN

