

# Agilent CrossLab Gold

Priority coverage, ultimate uptime



## Keep your mission-critical systems operating without interruption and at peak performance

The Agilent CrossLab Gold service plan includes all the benefits of our Silver service plan:

- Onsite repair visits—including travel time and labor\*
- Genuine Agilent parts for Agilent and non-Agilent equipment
- Consumables/supplies required for repairs
- Access to real-time support with Agilent CrossLab Remote Advisor Assist and Report\*\*
- Remote Advisor Alert, so you can take action before breakdowns occur\*\*
- Annual preventive maintenance
- Optional compliance services, and guaranteed-pass Operational Qualification (OQ)

## You also get these exclusive, VIP advantages:

- **Next-business-day response:** Know that your lab will be up and running again quickly
- **On-site parts storage:** We stock critical parts right at your site to reduce repair delays
- **24/7 call logging:** Receive priority response during normal Agilent business hours
- **Dedicated account service engineer:** You'll always have someone to turn to who knows your lab and its technical requirements
- **Quarterly status review:** A scheduled assessment of your needs to continuously improve our partnership

Agilent  
**CrossLab**

From Insight to Outcome



Get fully integrated service coverage with Agilent CrossLab Gold. Visit: [www.agilent.com/chem/crosslab-gold](http://www.agilent.com/chem/crosslab-gold)

## Why Agilent CrossLab service plans?

### Expertise and convenience

Agilent CrossLab engineers have the skills, qualifications, and experience to properly service all of your lab instruments—regardless of make or model. As an industry leader in the design, manufacture, and service of laboratory equipment, we can consolidate all of your needs into a single convenient agreement.

### Support for major brands

Agilent CrossLab plans cover instruments made by Agilent and other manufacturers. Whatever your laboratory configuration, we can provide the level of support that best meets your needs, goals, and budget.

### Agilent Service Guarantee

If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it. That's 100% peace of mind.

### Telephone support for hardware and software

Some problems might not even require a service call. Our technical experts may be able to resolve your problem immediately over the phone—saving you from costly instrument downtime.

\* Except for instruments which only offer Instrument Exchange or Return to Agilent Repair

\*\* Where available. Installation required. Installation fees waived when connecting minimum number of systems



For more information about Agilent CrossLab services, call your local Agilent representative or visit

[www.agilent.com/crosslab](http://www.agilent.com/crosslab)

This information is subject to change without notice.

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