

SERVICES AND SUPPORT COMPARISON CHART



Choose the right level of coverage for your lab

We know the importance of planning ahead, so we grouped comprehensive types of laboratory maintenance and support into our various service plans. With a solution for every service that you might need, and to protect your lab against the unknown, our service plans let you choose the service level that meets your needs, goals and budget.

Agilent CrossLab Service Agreements

	GOLD	SILVER	BRONZE	PREVENTIVE MAINTENANCE
Services Included in Agilent CrossLab Service Agreements				
Contract-level Preferred Response vs. On Demand services	★	★	★	★
Hardware Telephone Support	★	★	★	
On-site Repair Services				
All required On-site Repair Visits (travel & labor)	★	★	★	
Parts and Consumables Required for Repair*	★	★	★	
Maintenance Services				
Annual On-site Preventive Maintenance	★	★		★
Advanced Diagnostics and Reporting				
Agilent Remote Advisor-Assist**	★	★	★	
Agilent Remote Advisor-Report**	★	★	★	
Agilent Remote Advisor-Alert**	★	★		
High Availability Services				
Extended Coverage Hours Discount	★			
Compliance Services (Optional)				
Discount when Bundling Operational Qualification (OQ)	★	★		
Guaranteed Pass OQ	★	★		
Discount when Bundling Re-qualification (RQ)	★	★		

*Per local parts replacement policy.

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

Agilent Products are for Research Use Only.
Not for use in diagnostic procedures.
Information, descriptions and specifications in this publication are subject to change without notice.

© Agilent Technologies, Inc. 2016
Published in USA, May 23, 2016
5991-1302EN

For more information, please visit www.agilent.com/CrossLab

