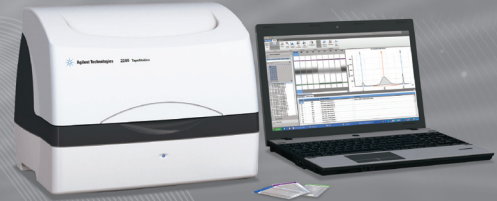


AGILENT ADVANTAGE SILVER

The Measure of Confidence

PROTECTING WORKFLOW CONTINUITY



For 2200 TapeStation Systems

Get years of service for the cost of one repair with an Advantage plan for your Agilent 2200 TapeStation system

The Agilent Advantage Silver plan for 2200 TapeStation systems has been specifically designed to meet the needs of laboratories in the life sciences industry. This comprehensive service plan includes expert instrument repair and maintenance services for your Agilent 2200 TapeStation system at a fixed, economical price – a smart buy when you can get up to four years or more of coverage for less than the price of a single non-contract repair.

Choose the Advantage Silver plan for your 2200 TapeStation system and you'll gain the premier instrument services you need to keep your system operating in top condition. This level of coverage will help assure:

- **Reliable operation** to protect your laboratory operations and minimize workflow disruptions
- **Peak sensitivity and reproducibility** by maintaining your system for the highest levels of precision and accuracy
- **Predictable budget management** with a fixed cost for full annual coverage – with no surprises

Plus, you'll get the world-class service that Agilent is known for. Our factory-trained professionals are only a phone call away, and enjoy a 98 % customer satisfaction rating with our customers worldwide.

Here's how the Agilent Advantage Silver plan provides cost-effective workflow protection:

Preferred Response – Priority response over per incident service calls to expedite resolution of your service requests.

Next-day Instrument Exchange – Should an instrument be deemed defective, we'll ship out a replacement for next-day shipping – and it's completely covered by your plan.

Annual Preventive Maintenance – A scheduled maintenance visit is included to keep your systems operating at peak performance.

NOTE: *An annual preventive maintenance from Agilent is required to ensure proper functioning of your 2200 TapeStation. While a stand-alone preventive maintenance contract is available, covering your instrument with an Advantage Silver plan is the best way to ensure you always receive this essential service.*

Hardware and Software Telephone Support – Technical support for both hardware and software is as close as the phone, whenever you need it.

Laptop Support – Technical support and repair is available for the accompanying system laptop for three years from the date of purchase.

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.



Agilent Technologies

Agilent Silver Plan Includes Next-Day Instrument Exchange

1 Call Agilent for troubleshooting assistance if your 2200 TapeStation system is not working properly.

2 If your instrument is defective, Agilent will dispatch a replacement 2200 TapeStation unit by next-day shipping.

3 You return your defective system.

4 All shipping expenses are covered by your service agreement.

Agilent Service Center

The Agilent Service Guarantee
Agilent's 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.

Learn how you can minimize service costs and maximize uptime with the Agilent Advantage Silver plan

For more information about Agilent Advantage Service plans and other Agilent Services, please call your local Agilent Representative or visit www.agilent.com/chem/services

Contact Agilent Sales and Service Centers

Australia – Tel: 1-800-802-402	Japan – Tel: 0120-477-111 or 042-656-7882
Brazil – Tel: 0800-7281405	Korea – Tel: 080-004-5090
Canada – Tel: 800-227-9770	Mexico – Tel: +52 55 1253 2000 or 01 800 506 4800
China – Tel: +86-10-64397888	Russia – Tel: 8 800 500 92 27
France – Tel: 0810 446 446	Spain – Tel: 901 11 68 90
Germany – Tel: 0800-603 1000	United Kingdom – Tel: 0845 712 5292
India – Tel: 1-800 180 1517	United States – Tel: 800-227-9770
Italy – Tel: 1-800 012 575	

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