

# AGILENT CROSSLAB SILVER PLUS

PROTECTING WORKFLOW CONTINUITY

Agilent  
CrossLab

From Insight to Outcome



## Upgrade to the Agilent CrossLab Silver Plus Service Plan

Today's labs face complex scientific and business challenges that require support from a true partner. Agilent CrossLab combines the innovative services, software, and consumables competencies of Agilent Technologies—delivering vital, actionable insights that drive improved economic, operational, and scientific outcomes.

### Lower your costs and minimize workflow disruptions with Agilent CrossLab Silver Plus

Agilent CrossLab Silver Plus provides a comprehensive range of services in one convenient package, at a significantly lower cost than purchasing these services separately. It is specifically designed for LC systems with Deuterium lamp-based detectors, and offers:

- Comprehensive on-site repair coverage, including parts and select consumables
- Hardware and software telephone support
- Real-time Agilent Remote Advisor monitoring and diagnostics tools that help you maximize uptime between service visits
- Scheduled annual preventive maintenance visit
- One replacement Deuterium lamp per year, to keep your LC detector at peak performance

During your annual preventive maintenance visit, the service engineer will evaluate the health of your lamp and replace it if necessary. If a lamp replacement is not required, you can call Agilent at any time during the term of your agreement, and we will ship a new lamp to you for replacement by your personnel.



#### Did you know...

- Annual preventive maintenance visits have been shown to reduce unplanned downtime by up to 25%

Learn more at

[www.agilent.com/crosslab/  
laboratory-services-and-support](http://www.agilent.com/crosslab/laboratory-services-and-support)



**Agilent Technologies**

## Move to Agilent CrossLab Silver Plus today

	Agilent CrossLab Silver Plus	Agilent CrossLab Silver	Agilent CrossLab Bronze
<b>Services included in all CrossLab agreements</b>			
Agilent Service Guarantee	•	•	•
Contract-level preferred response	standard	standard	standard
Hardware telephone support	•	•	•
Software telephone support	•	•	
<b>On-site repair services</b>			
All required on-site repair visits	•	•	•
Parts required for repair	•	•	•
Consumables/supplies required for repair* including liners, seals, tubing, assemblies, and multipliers	•	•	•
<b>Maintenance services</b>			
Annual on-site preventive maintenance	•	•	
One replacement Deuterium Lamp	•		
<b>Advanced diagnostics and reporting</b>			
Agilent Remote Advisor-Assist**	•	•	•
Agilent Remote Advisor-Report**	•	•	•
Agilent Remote Advisor-Alert**	•	•	•
<b>Special bundled pricing</b>			
Save over separately purchased services & lamp	•		

\*Per local parts replacement policy. \*\*Where available. Installation required. Installation fees waived when connecting minimum number of systems.

Read how scheduled preventive maintenance is helping labs like yours improve the quality of their results  
[www.agilent.com/chem/crosslabstories](http://www.agilent.com/chem/crosslabstories)

Talk to your Agilent representative about the peace-of-mind and cost savings of an Agilent CrossLab Silver Plus service plan.  
[www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus)



### The Agilent Service Guarantee

Our 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 Remote Advisor Services

Included in Agilent CrossLab Service Plans, Agilent Remote Advisor monitors critical system parameters to proactively diagnose and resolve instrument problems, and to provide on-demand reporting and notifications that further improve instrument uptime and lab productivity.

For Research Use Only. Not for use in diagnostic procedures.  
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