

NEW AGILENT ADVANTAGE GOLD

The Measure of Confidence

Protecting Workflow Continuity

Priority-one coverage for ultimate uptime and availability.

The New Agilent Advantage Gold* offers what high-throughput labs need most: the assurance of priority-one service and the certainty that mission-critical systems are kept operating at peak performance. Your lab will benefit from the best available coverage, including:

- Priority status and next business day response on every service call to expedite resolution of your service request.
- All-inclusive repair from factory trained experts to resolve problems quickly and minimize workflow disruptions.
- Scheduled preventive maintenance, timed to have the least impact on your operations, and designed to keep your instruments performing at peak capability.
- Real-time remote diagnostics and predictive support technology to optimize instrument availability and deliver laboratory asset reporting for workflow optimization.

*The New Agilent Advantage Gold is available in select areas only. Please inquire with your Agilent Representative about availability.

Service Plans for Systems

The New Agilent Advantage Gold plan provides fully integrated service coverage for all of the modules that make up your analytical system. Like all Agilent Service plans, the New Advantage Gold provides holistic support of your complete configuration to give you peace of mind knowing that your entire system is covered.

Value you can count on

New Agilent Advantage Gold delivers the ultimate in reliability, availability and uptime for your mission-critical systems, giving you total peace of mind knowing that you and your laboratory are our top priority.

The Measure of Confidence



Agilent Technologies

NEW AGILENT **ADVANTAGE GOLD**

The New Agilent Advantage Gold offers the ultimate high-availability coverage through these features:

Priority Technical Support — Expedited access to expert-level hardware and software technical support specialists for faster problem resolution.

24/7 Call Logging — Submit service requests anytime, even after-hours requests for priority response when Agilent returns to normal business hours.

Next Business Day Response — Preferred status and priority-one scheduling guarantee the fastest possible resolution for your service requests.

Comprehensive On-site Service — Unlimited hardware service visits to restore your systems to operating condition and minimize downtime.

Express Instrument/Module Exchange — Minimize downtime by swapping out downed instruments/modules with working ones

Parts Coverage and On-Site Stock — All consumables, supplies, and genuine Agilent parts necessary for repairs are covered. And, we'll stock critical parts at your site to reduce delays in repairs.

Annual On-Site Preventive Maintenance — A scheduled maintenance visit is included to minimize downtime and keep your systems operating at peak performance. In addition, it reduces the likelihood of instrument failure by up to 25%.

Remote Diagnostics and Predictive Support — Remote Advisor Assist, Report and Alert features** are included to provide powerful remote diagnostics and detailed asset reports to help you prevent instrument failures, speed problem-resolution, and optimize equipment effectiveness.

Assigned Account Service Engineer — One trusted engineer to turn to, who knows your lab equipment and can provide oversight to your technical needs.

Quarterly Status Review — A scheduled review of your needs and Agilent's service performance in order to continuously improve our partnership.



Optional Compliance Services

Keep your lab compliant and guarantee a passing Operational Qualification when you bundle Agilent's #1 ranked compliance services.

For more information about the New Agilent Advantage Gold and other Agilent Services, please call your local Agilent Representative at 1-800-227-9770 Option 1, then 5.

** Where available. Installation hardware and connection visit included.

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Not for use in diagnostic procedures.
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