

# THE VALUE OF PROACTIVE SERVICE

## Agilent Preventive Maintenance



### SUMMARY CALCULATIONS

Five-year study of more than 38,000 service calls on Agilent and non-Agilent instruments, conducted by an independent actuarial firm

GROUP 1

Instrument systems covered by Agilent repair and Preventive Maintenance plan

(Agilent Advantage and CrossLab Silver)

GROUP 2

Instrument systems covered by Agilent repair-only plan

(Agilent Advantage and CrossLab Bronze)

Agilent Preventive Maintenance resulted in:

3.4



DAYS/YEAR  
Less Down Time

35%



FEWER  
Unexpected Repairs

**REGULAR  
PREVENTIVE  
MAINTENANCE**



catches problems earlier,  
before they become more  
serious and costly.

41%



AVERAGE SAVINGS  
In Repair Costs

For more information, visit [agilent.com/chem/services](http://agilent.com/chem/services)

### Average Service Improvements with Agilent PM

PLATFORM	FEWER REPAIR EVENTS	REPAIR SAVINGS	DOWNTIME SAVINGS (DAYS/YEAR)
GC	18%	17%	0.9
GC/MS	27%	31%	2.0
LC	26%	31%	2.5
LC/MS	39%	34%	3.0
Non-Agilent instruments	17%	25%	3.0
UV-Vis	9%	15%	0.5
Weighted Average	24%	31%	2.4
Excluding repairs done at time of Preventive Maintenance	35%	41%	3.4

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