









Agilent Certified Pre-Owned (CPO) Instrument Warranty



You're a smart shopper focused on getting the best value for your lab instrument investment. While it may seem like all used instruments are the same, choosing a third-party reseller can equal unexpected downstream costs. Every Agilent Certified Pre-Owned system includes the same 12-month manufacturer's warranty as a new Agilent system. See the comparison table below on how Agilent industry-leading coverage stacks up against uncertain protection offered by third-party resellers.

Agilent Certified Pre-Owned Instruments	3 rd Party Resellers
 Warranty duration (same as new instruments)	3-6 months, varies widely
 Warranty scope covers defects in materials and workmanship and includes genuine Agilent parts and labor	Excluded components
 Remote support includes troubleshooting and remote support by phone or web	Limits or fees
 Agilent service professionals and global support network	Non-OEM techs/outourced providers
 Priority response time while covered under warranty or service plan	No guarantee and limited capacity
 Service coverage Agilent CrossLab Service Plans eligibility	No guaranteed coverage
 Installation & training scheduled as they would be for new instrumentation	Left up to the customer
 Instrument lifetime follows the Agilent and Certified Pre-Owned Value Promise for guaranteed usable life.	No protection

Working with 3rd party resellers is not the same—operate with confidence using our elevated capabilities:

- ✓ Refurbishment is performed at Agilent factory to same-as-new specifications...3rd party resellers may not meet OEM standards
- ✓ Replacement or cleaning is performed with genuine Agilent parts ...outside resellers may re-use or skip parts
- ✓ Certificate of Quality provided confirming inspection matching original specifications...3rd party resellers have varying standards or it goes undocumented
- ✓ Shipped with the latest software and firmware updates...instead of working with outdated or incompatible versions

Agilent Certified
Pre-Owned Instruments

10 years of
access to
innovation

Give us a call and we'll help you make an informed decision that aligns with your expectations and budget.

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www.agilent.com

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