

# Is Your Coverage Keeping Pace with Your Lab?

Agilent CrossLab Silver and Silver Plus service plans



## Minimize costs and let your analysts focus on their science

You made a great decision when you chose your CrossLab service plan. After all, unplanned downtime could cost your lab up to \$10,000 per day.<sup>†</sup>

Now, you can give your lab even more protection against missed deadlines, ruined samples, and surprise expenses. How? By upgrading your CrossLab service plan today.

### Already have CrossLab Bronze? Decrease repair costs and downtime with CrossLab Silver

Did you know that preventive maintenance can save an average of 3.4 days of downtime each year?<sup>†</sup>

Minimize unplanned downtime, regardless of instrument manufacturer, with an Agilent CrossLab Silver service plan. It includes annual preventive maintenance, which can reduce instrument failure rates by 28%. What's more, it can lower repair costs by 31%.<sup>†</sup>

### Already have CrossLab Silver? Keep your LC detector at peak operation with CrossLab Silver Plus

Deuterium lamps are easily replaceable, and the Agilent CrossLab Silver Plus service plan includes one replacement lamp per year. During the preventive maintenance visit, your Agilent-certified service professional will evaluate the health of your lamp, and replace it if necessary—saving you time.

If lamp replacement is not required, simply call Agilent anytime during your agreement term, and a lamp will be shipped to you. Best of all, you'll save an average of 33% versus the cost of buying the lamp separately.

Want to know more? Visit [www.agilent.com/chem/service-plans](http://www.agilent.com/chem/service-plans)

<sup>†</sup>Based on a five-year study of more than 38,000 service calls on Agilent and non-Agilent instruments, conducted by an independent actuarial firm. Read the complete white paper at [www.agilent.com/chem/pm-whitepaper](http://www.agilent.com/chem/pm-whitepaper).

Agilent  
**CrossLab**  
From Insight to Outcome

### Upgrade now and take advantage of these limited-time discounts

## Save 25%

when you upgrade from CrossLab Bronze to CrossLab Silver\*

## Save 30%

when you upgrade from CrossLab Silver to CrossLab Silver Plus\*\*

\*25% discount available to current customers who update from Bronze to Silver. Includes ICP-MS, ICP-OES, all LC/MS, all GC/MS, LC, GC, UV, AA, FTIR, and CE instruments. Offer expires November 30, 2024.

\*\*30% discount available to current customers who update from Silver to Silver Plus. Only LC and LC/MS instruments that include an eligible LC detector are eligible. Offer expires November 30, 2024.



## Compare your current coverage to the coverage you could be receiving

	Agilent Silver Plus	Silver	Bronze
<b>Services included in all Agilent CrossLab service plans</b>			
Agilent Service Guarantee	•	•	•
Contract-level preferred response	Standard	Standard	Standard
Hardware telephone support	•	•	•
Software telephone support	•	•	
<b>Onsite repair services</b>			
Unlimited onsite repair visits (travel and labor)	•	•	•
Parts required for repair	•	•	•
Consumables/supplies required for repair, <sup>Δ</sup> including liners, seals, tubing, assemblies, and multipliers	•	•	•
<b>Maintenance services</b>			
Annual onsite preventive maintenance	•	•	
One replacement deuterium lamp	•		
<b>Special bundled pricing</b>			
Save over separately purchased services and lamp	•		

<sup>Δ</sup>Per local parts replacement policy.

### Why are Agilent CrossLab service plans a better value than other providers' services?

- **Experience and expertise:** Up to 90% of Agilent-certified service professionals hold advanced degrees. They're uniquely qualified to provide fast, efficient repairs, so you can get up and running again quickly.
- **No hidden fees:** Agilent CrossLab service plans include travel and repair costs, plus genuine Agilent parts required for repair or preventive maintenance.
- **Faster time to repair:** 50% of issues are resolved without an onsite visit, thanks to our Virtual Tech Support capabilities. If you still need a service visit, your Agilent-certified service professional will have a previewed diagnosis and will arrive quickly with the required parts and supplies.
- **Parts on hand:** Agilent maintains its own inventory of millions of repair parts with 95%<sup>†</sup> available when needed.

<sup>†</sup>Based on a five-year study of more than 38,000 service calls on Agilent and non-Agilent instruments, conducted by an independent actuarial firm. Read the complete white paper at [www.agilent.com/chem/pm-whitepaper](http://www.agilent.com/chem/pm-whitepaper).

Make the smart move: upgrade today and save

Contact your Agilent representative or visit

[www.agilent.com/chem/service-plans](http://www.agilent.com/chem/service-plans)

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This information is subject to change without notice.