

# Dedicated Service and Support When You Need It

Your Agilent Sales and Service Centre Team



We strive to deliver insight into every interaction to drive important outcomes in your lab. Let us be the partner you trust for the answers you need—we can start by being your single point of contact—our team responds quickly and effectively with expertise.



## Online Technical Support

Our certified engineers and specialists will give you expert troubleshooting advice and guidance on achieving optimal instrument performance. Through remote connection capabilities and our Augmented Reality app you can virtually invite them “into your lab.”

## Onsite Service Scheduling

Our scheduling team will be your point of contact for reactive and preventive onsite services as well as coordinating the installation process. We optimize field operations to get you the skilled specialists you need, when you need them.

## Orders and Invoices

We'll take care of your Agilent purchases—from checking product availability, to helping you place your online orders, to tracking deliveries, to providing delivery notes and invoices.

## Online Sales Team

Our dedicated team will help you with enquiries regarding instruments, consumables, service contracts, consultancy, and training.



### Fast response

**More than 90%** of all phone calls answered within 20 seconds.



### Reduced downtime

**50% of all service enquiries** are resolved by phone, email or through our Instrument Exchange Program.

## Agilent Sales and Service Centre - Belgium

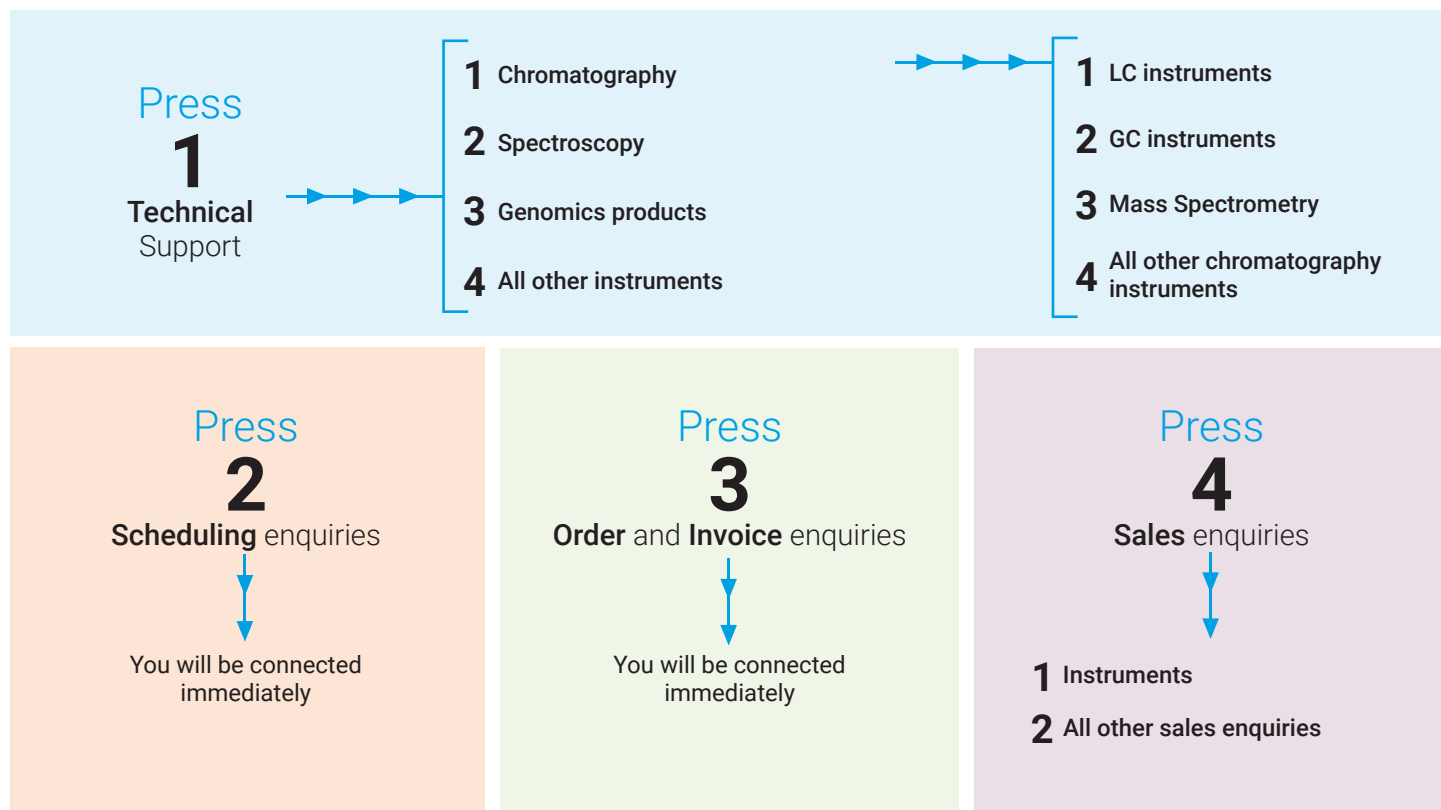
**Opening Hours:** 8:15-17:00

**Phone:** +32 24049222

**E-mail:** [customercare\\_belgium@agilent.com](mailto:customercare_belgium@agilent.com)

**Web:** [www.agilent.com](http://www.agilent.com)

When calling your Agilent Sales and Service Center, please select from the options below to direct your enquiry to the relevant team:



After you have been in contact with us, you may receive our customer experience online survey. Your feedback is important for our ongoing improvement efforts.

### Explore our enhanced Agilent.com...Did you know?

**Agilent University** is one of the industry's largest training resources. Find flexible, cost-effective training options to help you reach your goals. Find the education style that best suits your training needs, when and where you need it: classroom training, virtual instructor-led training, self-paced e-learning courses, customized courses, and various free courses and tutorials.

Connect with Agilent and industry experts around the world about applications, products, and more in the **Agilent Community**. Access Agilent's vast library of technical information (manuals, technical notes, application notes, user videos and more) you are never more than a mouse click away from the support you need.

Watch webinars and eSeminars and sign up to receive email notifications when new webinars are posted.

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This information is subject to change without notice.