

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

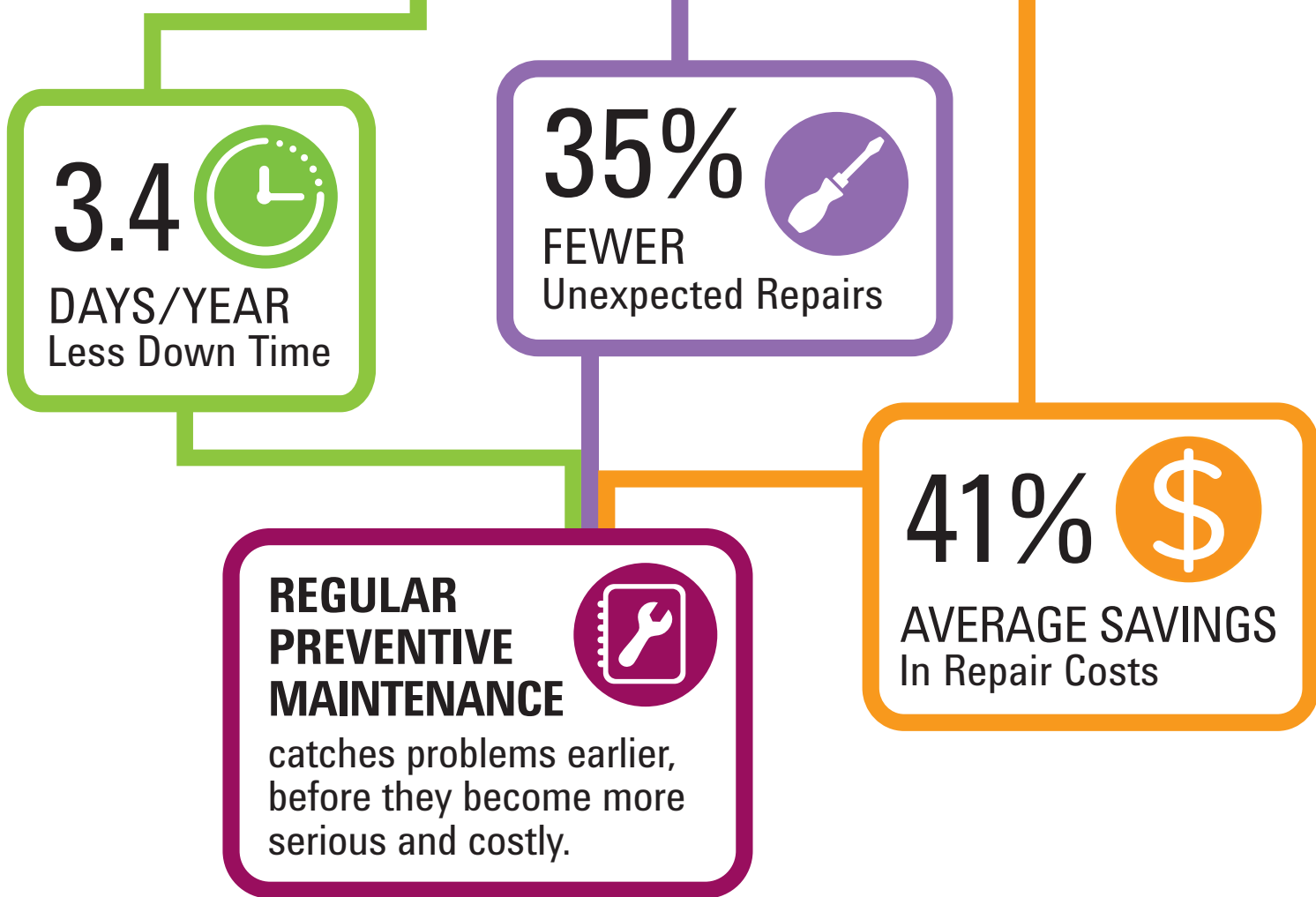
(Agilent Advantage and CrossLab Silver)

GROUP 2

Instrument systems covered by Agilent repair-only plan

(Agilent Advantage and CrossLab Bronze)

Agilent Preventive Maintenance resulted in:



Average Service Improvements with Agilent PM

PLATFORM	FEWER REPAIR EVENTS	REPAIR SAVINGS	DOWNTIME SAVINGS (DAYS/YEAR)
GC	18%	17%	0.9
GCMS	27%	31%	2.0
LC	26%	31%	2.5
LCMS	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

