



## Agilent CrossLab Comparison

	GOLD	SILVER	BRONZE	PREVENTIVE MAINTENANCE	SOFTWARE MAINTENANCE
<b>Services Included in Agilent Service Agreements</b>					
Contact-level Preferred Response vs. T&M	★	★	★		
Hardware Telephone Support	★	★	★		
Software Telephone Support	★	★	★		★
All Agilent Software Revisions					★
<b>Onsite Repair Services</b>					
Unlimited Onsite Repair Visits (travel & labor)	★	★	★		
Parts Required for Repair	★	★	★		
Consumables/Supplies Required for Repair,* including liners, seals, tubing, assemblies, and multipliers	★	★	★		
<b>Maintenance Services</b>					
Annual Onsite Preventive Maintenance	★	★		★	
<b>Advanced Diagnostics and Reporting</b>					
Agilent Remote Advisor-Assist**	★	★	★		
Agilent Remote Advisor-Report***	★	★	★		
Agilent Remote Advisor-Alert	★	★			
<b>High-Availability Services</b>					
Next-business-day Response	★				
Onsite Parts Cache	★				
<b>Compliance Services (optional)</b>					
Discount when Bundling Operational Qualification (OQ)	★	★			
Guaranteed Pass (OQ)	★	★			
Discount when Bundling Re-qualification (RQ)	★	★			

\* Per local parts replacement policy. \*\* Where available installation required. Installation fees waived when connecting minimum number of systems. † Selected reports available.

