

# Be Ready for the Future with a Comprehensive Service Strategy

Support for instruments,  
operators, and workflows



## Maximize uptime, productivity, and peace of mind with a service plan plus bundled support

From essential maintenance to operator support, the CrossLab Silver service plan bundles offer a holistic approach to optimizing lab productivity. Ensure your instruments run like new and your team has the expert training or application support to move forward without interruption.

Did you know that unplanned downtime can cost your lab up to \$10,000 per day?\*  
Preventive maintenance saves 3.4 days of downtime per year on average.\*\*

Ensure your systems stay operational with a Silver service plan that includes:

- Annual preventive maintenance that keeps your system operating at its best
- Priority response for repair visits if needed
- Onsite repair visits that include travel time and labor\*\*\*
- Genuine Agilent parts included with your service plan
- Consumables/supplies provided when required for repairs
- Bundle your plan with onsite training or application support to elevate team efficiency and the science in your lab
- Discount on Compliance Services, and a guaranteed-pass Operational Qualification (OQ) with optional compliance coverage bundle

## The Agilent Service Guarantee

If we cannot fix an instrument covered by an Agilent CrossLab service plan, our escalation process will resolve the issue up to and including the free replacement of your instrument.†

† Conditions apply.

## 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 to get you 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

Many issues are resolved without an onsite visit using our Virtual Tech Support capabilities. If you still need a service visit, your Agilent-certified service professional will have a previewed diagnosis and arrive quickly with the required parts and supplies.



### Parts on hand

Agilent maintains its own inventory of millions of repair parts, 95%+ are available when needed.

\* An average value, based on a comprehensive Agilent survey of customers who self-reported their economic costs of instrument downtime.

\*\* 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).

\*\*\* Except for instruments that only offer Instrument Exchange or Return to Agilent Repair.

## CrossLab Silver bundles: Expert onsite training or application support tailored just for your lab

Focusing on instrument and operator performance, our cost-effective, expert-led onsite training or application support bundles are tailored to address the unique needs of your lab, ensuring long-term productivity.

### How it works



Combine a Silver service plan with either onsite training or application support.\*



Build onsite training or application support into your annual contract renewal.



Use the service anytime during your yearly plan.



Benefit from two-day, onsite instruction with an Agilent expert for up to four participants in your lab.

### What's best for your lab?

#### Onsite training

Keeping lab instrumentation running at maximum efficiency requires a well-trained staff. But knowledge gaps—and how to fill them—are different for every team. Our onsite training provides two consecutive days of training, at your site, tailored specifically to your needs.

- Bring new hires up to speed quickly with structured training programs
- Effectively integrate new technology into daily lab operations
- Advance team skill sets with cross-training programs

#### Features

- Tailored course with an Agilent Instructor with topics ranging from fundamental to advanced
- Practical, hands-on lab sessions with your equipment
- Interactive Q&A sessions and guidance on best practices
- Learners will receive an Agilent certificate of attendance

or

#### Application support

Application-related challenges can lead to inefficient results, push back project timelines and delay important product decisions. Agilent application support provides two consecutive days of tailored, onsite expertise to optimize your existing methods or streamline method transfer process.

- Expert assistance to identify and resolve technical challenges impacting method or workflow performance
- Enhance results with hands-on support to help you refine or adapt existing applications
- Stay future-ready with strategic input on application implementation or expansion

#### Features

- Dedicated application expert to evaluate your application needs
- Flexible scope, tailored to your requirements
- Troubleshooting and application guidance
- Assistance with method transfer\*\*

\* Choose one bundle per service plan, either onsite training or application support. Connect with your representative for applicable systems.

\*\* Deliverables dependent on country evaluation.

Talk to your Agilent representative about the benefits of augmenting your Agilent CrossLab Silver service plan with onsite training or application support.

This information is subject to change without notice.

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