

A Broad Array of Service Plan Options— You Choose, We Deliver.

Protect your automation solutions instruments from
unexpected costs and lost productivity

Experience a greater selection of CrossLab service plans

We are now offering increased service options for your automation solutions instruments. Our new portfolio is designed to obtain optimal service tailored to your requirements and service preference.

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

- **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 thanks to our virtual technical support capabilities. If you still need a service visit, your Agilent-certified professional will have a preview 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%+ available when needed

CrossLab Silver—our most popular plan

Maximize productivity, minimize workflow disruptions

Decrease repair costs and downtime with our CrossLab Silver service plan, which includes annual preventive maintenance. It also covers onsite repair visits and genuine Agilent parts and consumables required for repair.

Enhanced Extended Warranty—our most recommended plan at Instrument purchase

This lengthens your instrument's coverage, including any warranty-level repairs using genuine Agilent parts, and is enhanced by including preventive maintenance services after Year 1.*

Multiyear service plans

Protect against price increases

Protect against price increases and advance strategic initiatives knowing that you have continued service coverage. Choose a multiyear plan to lock-in your price for the plan's duration.

Agilent
CrossLab
From Insight to Outcome



The Agilent Service Guarantee

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

[†]Conditions apply.

*Only available for new instrument purchases.



Flexible service coverage for your instrument

Whether you want complete service coverage or covered repairs at a fixed annual price, there is a CrossLab service plan that suits your needs and budget. This easy-reference chart showcases the expanded selection of options now available for your automation solutions instrument. Choose a plan that can help your lab reduce downtime, produce reliable data, and stay compliant.

	Recommended and only available with instrument purchase			
	Enhanced Extended Warranty	CrossLab Bronze*	CrossLab Silver	Preventive Maintenance
Services Included in Agilent CrossLab Service Plans				
Contract-level preferred response	•	•	•	
Virtual technical support	•	•	•	
Same-day remote repair (when possible)	•	•	•	
Onsite Repair Services				
Onsite repair visits* (travel and labor)	•	•	•	
Genuine Agilent parts required for repair	•	•	•	
Agilent consumable parts required for repair	•	•	•	
Maintenance Services				
Annual onsite preventive maintenance (travel and labor)	After first year		•	•
Genuine Agilent parts required for preventive maintenance	•		•	•
Compliance Services (Available Options for Purchase)				
Qualification (IQ/OQ, OQ) **	•	•	•	•

*not available on all components

**Available only for select Agilent Bravo Configurations and disposable Tip and AssayMap Heads.

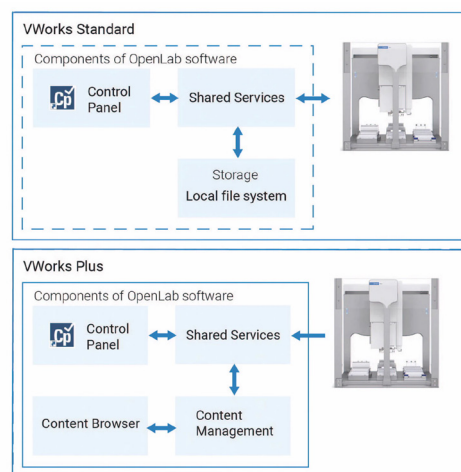
CrossLab Silver service plan—What you can expect

- **On-site repair visits with preferred response time:** Genuine Agilent parts and supplies are included for repair at no additional cost to you.
- **Annual preventive maintenance:** To keep your instrument operating at peak performance.
- **Comprehensive Coverage:** Custom instrument configurations with multiple components are covered under a single Silver plan.
- **Hardware and software telephone support:** Remote technical support available, as often as you need it.
- **Software updates:** Updates to VWorks automation control software are included and available with your annual Preventive Maintenance visit. Providing you with improved software for optimal performance and functionality.
- **Agilent Service Guarantee:** Providing you with total peace of mind. If we cannot fix an Agilent instrument covered by our service plan, we will replace it.

Note:

Updates may include improvements to correct defects for a specific software version, improve the operation of hardware, or address security issues providing enhanced application performance. Each software update is cumulative, so the latest update includes all the improvements from previous updates.

An Upgrade represents a new software version that offers a significant change or major improvement in functionality or intended purpose. Upgrades are not included and must be purchased separately.



Agilent VWorks automation control software Standard and Plus editions use Agilent OpenLab software to configure user access management, project settings, data storage, and management. The Plus edition contains features to support compliance and regulatory requirements.

For more information visit Agilent.com and search "VWorks".

The people behind your service and support

Here's what sets Agilent-certified service professionals apart

>2,200

Agilent-certified
service professionals
worldwide

400+

Certified training
courses offered yearly

Up to 90%

of Agilent-certified
service professionals
hold advanced degrees

7.5 years

Average instrument
repair experience

80%

of problems fixed
within one day



50+

Technology
platforms covered

2.5 days

Average time on site,
per year

Millions

Parts accessible
at our worldwide
logistics centers

96%

Parts available
right away

50%

of all issues resolved
remotely with virtual
technical support



Did you know?

Plans that include preventive maintenance can give your lab these advantages*:

35%

reduction in the
number of repairs

31%

reduction in
repair costs

3.4

fewer days of
downtime per year

**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.*

Put Our Insight to Work for You

CrossLab is an Agilent capability that integrates services and consumables to support workflow success, improve productivity, and enhance operational efficiency. In every interaction, we strive to provide insight that helps you achieve your goals. We offer a wide range of products and services—from method optimization and training to full-lab relocations and operations analytics—to help you manage your instruments and your lab for best performance.

Learn more about CrossLab at www.agilent.com/crosslab



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