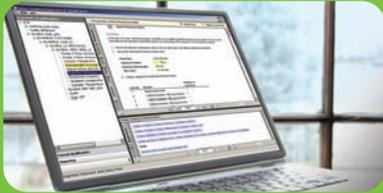
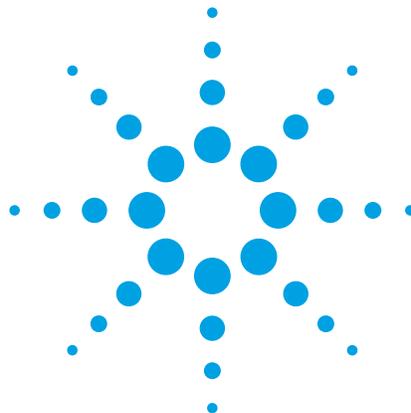


Comprehensive Service Options for Your Lab



Agilent Services and Support Portfolio

Service solutions that streamline processes
and improve productivity



Our measure is your success.

products | applications | software | **services**



Agilent Technologies

A portfolio of services designed to help you meet aggressive business goals.

Whether it's from tight delivery schedules or time-to-market pressures, you're constantly required to do more. That's why Agilent offers a broad portfolio of services designed to optimize the productivity and efficiency of your lab. From instrument maintenance and repair, to compliance and software solutions, or consulting and education, Agilent is here to help with the extended protection that leads to more efficiency and greater productivity.

Whether you need services for a few Agilent instruments, or seek a laboratory-wide solution that addresses both Agilent and non-Agilent instrumentation, you'll discover that we can provide just what you need, so that you can continue to focus on what you do best.





Resolve problems fast

Maximize instrument uptime

Meet aggressive schedules

Extend instrument life

Minimize compliance risk

Streamline protocols

Reduce administrative burdens

Speed time to market

**A proven partner
in your success.**

For 40 years Agilent has been building and maintaining the instruments you count on. Trust us to provide you with the service and support you need to keep your lab running at peak performance.



Industry-leading Service Guarantee

Should your Agilent instrument require service while covered by an Agilent service agreement, we guarantee repair or we will replace your instrument for free. No other manufacturer or service provider offers this level of commitment to keeping your laboratory running at maximum productivity.



Agilent ranked #1 in compliance!

An independent 2007 industry magazine survey across Europe and North America ranked us No. 1 in compliance. Agilent is the preferred choice in general Compliance Services, Instrument Qualification and Software Validation.

Preventive Maintenance & Repair Services

Maximize Uptime, Minimize Downtime

Agilent Preventive Maintenance is a simple way to maximize lab productivity, while extending the life of your instruments and accessories at the same time. By regularly servicing your instruments, we can lower your instrument failure rate and raise your productivity. In fact, our studies show that **failure rates decrease by 25%** across the board when labs consistently utilize Agilent’s preventive maintenance service.

If a breakdown occurs, Agilent repair services can have you up and running in as little as one business day. 60% of all service needs can be resolved remotely with Agilent’s technical phone support. When an on-site repair visit is needed, Agilent’s world-class Customer Service Engineers **repair more than 85% of instruments during the first visit**. Best of all, Agilent offers a variety of repair contract options, so you’re sure to find one that fits your budget.

Software and Data System Services

Up-to-date Intelligence, Outstanding Performance

Agilent service and support doesn’t end with your instrument. We bring the same dedication to excellence to our Software and Data System Services portfolio. Count on Agilent to provide the operational support you need and to keep you informed of software updates and new features. Our Software Maintenance Agreements make it easy to stay current with the latest revisions and provide access to Agilent telephone support experts.

If you could reduce your instrument failure rate by 25%, how much more productive would your lab be?

Instrument Maintenance and Repair Services

	Agilent Systems	Non-Agilent Systems*
On-Site Services		
Preventive Maintenance	●	●
MS Ion source cleaning	●	
At-Your-Site Instrument Repair	●	●
At-Your-Site Instrument Repair plus Consumables	●	●
On-Demand Repair Services (time & material)	●	
Asset Maximization for instruments at End-of-Guaranteed-Support	●	
Laboratory moves and instrument relocation	●	●
Service Center Repair Services		
Return-to-Agilent repair	●	
Return-to-Agilent with instrument loaner	●	
Instrument Exchange	●	
Remote Services		
Technical phone support	●	
Instrument monitoring and diagnostics (See Remote Advisor)	●	

*Available on a broad selection of non-Agilent chromatography and spectroscopy instruments.

Software and Data System Services

	Agilent Systems	Non-Agilent Systems*
Software updates	●	
Phone support	●	
Data systems integration	●	●

*Available on a broad selection of non-Agilent chromatography and spectroscopy instruments.

Classic Compliance Services

Reduce Risk. Increase Reliability.

Professionals working in GMP, GLP, ISO17025 or other regulated labs know how much time and energy can go into analytical instrument qualification – and what can happen when quality standards aren't met or properly documented. Agilent's wide range of compliance offerings have been accepted by regulators and quality control boards for more than a decade, and we have successfully **completed more than 100,000 qualifications worldwide**. So you get the experience and expertise you need.

Enterprise Compliance Services

Paperless. Multi-Vendor.

Imagine if you could streamline your compliance protocols across your entire laboratory or enterprise with a fully automated, paperless program that's compatible with all of your instruments, including those made by Waters, Thermo, Shimadzu, PerkinElmer or Gilson.

Agilent's Enterprise Edition is designed to provide a fully harmonized qualification approach that's robust enough to work across your entire enterprise. It's a single comprehensive qualification protocol built on a fully automated software program – the patent pending Agilent Compliance Engine – that provides consistently configured electronic reports, records and signatures to help speed compliance reviews and virtually eliminate your regulatory risk. Choose the Partner edition and you'll gain all the advantages of this comprehensive qualification protocol along with the ability to deliver it with your own resources.



Would you be more confident if you knew your service partner is rated #1 in compliance by lab professionals worldwide?

Compliance Services

	Agilent Systems	Non-Agilent Systems*
Classic Edition		
Installation qualification (IQ)	●	
Operational qualification / performance verification (OQ/PV)	●	
Re-qualification (RQ)	●	
Enterprise Edition / Partner Edition		
Installation qualification (IQ)	●	●
Operational qualification (OQ)	●	●
Re-qualification (RQ)	●	●
Software Edition	●	

*Available on a broad selection of non-Agilent chromatography and spectroscopy instruments.

Lab Resource Management

Lab-wide Efficiency. Lab-wide Protection.

Laboratories like yours are being pushed to meet ever more aggressive business goals and you can't afford to risk downtime. Agilent Lab Resource Management provides an integrated lab-wide instrument service model across all techniques and brands. From preventive maintenance to compliance to repair services, you'll improve overall efficiency by dealing with a single reliable partner.

In addition, you'll gain visibility into instrument service histories and service-level agreements through asset management and reporting features – information you can use to plan laboratory operations and maximize your return on inventory investments. The result is a lab-wide service program that's more personalized, more efficient, and more cost effective.

Consulting Services

Our best minds. Working for you.

When you need help integrating new technology, developing new methods, enhancing laboratory and instrument performance, improving products or training staff, turn to our professional consulting services. You'll have access to the same experts that designed the instruments, software and processes you use every day. Count on them for customized service to meet your lab's unique needs.

Education and Training Opportunities

Individualized Learning. Total Confidence.

It has never been easier to get the learning experience you and your associates require. Agilent offers classroom and on-site training in instrument operation, trouble-shooting and maintenance. Our training courses blend theory and hands-on practice – teaching you how to get the most from your analytical laboratory instrumentation.



*Could you streamline processes if just one service vendor supported both your **Agilent** and non-Agilent instruments?*

Laboratory Optimization Services

	Agilent Systems	Non-Agilent Systems*
Lab Resource Management		
Lab-wide chromatography & spectrometry maintenance, repair and compliance	•	•
Lab-wide service management and reporting	•	•
Laboratory asset management	•	•
On-site service engineers and parts supply	•	•
Consulting Services		
Applications consulting	•	•
Protocol development	•	•
Process optimization	•	•
Validation services	•	•
Education and Training		
Instrument maintenance & troubleshooting	•	
Instrument operational education	•	
Software operational education	•	
Analytical & scientific technique education	•	•

Service availability may vary by Agilent system.

Agilent Advantage Service Plans

Just what you need. One convenient package.

Do you want to ensure that you always have the service and support that keeps your instruments performing at peak efficiency? Are you looking for proactive and responsive service that maximizes system uptime and optimizes laboratory workflow? Then you need an Agilent Advantage Plan.

Each of our four Advantage plans delivers our premier service and world-class expertise. You simply choose the one that's right for you.

Agilent Advantage Gold – priority-one coverage for ultimate uptime and productivity

Agilent Advantage Silver – comprehensive coverage for dependable laboratory operations

Agilent Advantage Bronze – total repair coverage at a fixed annual price

Agilent Repair Service – basic coverage that covers most costs of repair

Agilent Remote Advisor

Real-time monitoring, diagnostics and reporting

Would you like to receive a level of support that – until now – was only possible with a dedicated on-site service engineer? When you choose an Agilent Advantage plan, you can connect your systems to Agilent Remote Advisor for real-time, remote monitoring and diagnostics. All Advantage plans include Remote Advisor-Assist to let you easily open service requests and interact with Agilent experts with a click of your mouse. Choose the Advantage Silver and Gold plans and you'll additionally receive detailed asset reporting and predictive notification with the Remote Advisor Report and Alert features to help you monitor and optimize your laboratory workflows. With Remote Advisor in your Agilent Advantage Service Plan, you get the very best in proactive and responsive support – keeping you focused on what you do best.



How much time could you save if you had real-time remote monitoring and proactive diagnostics for your mission-critical instruments?

Services Plans

	Advantage Gold	Advantage Silver	Advantage Bronze	Repair Service
Contract-level Preferred Response	Priority	Standard	Standard	Standard
Hardware Telephone Support	●	●	●	●
Software Telephone Support	●	●	●	●
Unlimited On-site Repair Visits (travel and labor)	●	●	●	●
Parts Required for Repair	●	●	●	●
Consumable/Supplies Required for Repair*	●	●	●	●
Annual On-site Preventive Maintenance	●	●		
Guaranteed Pass OQ and Discount when bundling compliance services	Optional	Optional		
Extended Coverage Hours Discount	●			
Advanced Diagnostics and Reporting				
Agilent Remote Advisor-Assist**	●	●	●	
Agilent Remote Advisor-Report**	●	●		
Agilent Remote Advisor-Alert**	●	●		

*Per local replacement process

*GOLD coverage not available in all areas.

**Where available. Installation fee waived when connecting minimum number of systems.



Give your lab the freedom to focus

Learn more about Agilent Service and Support and free your lab to focus on what you do best.

Every hour of every work day, you have something important to do. You need to know you can count on the reliability of your instruments to keep your lab competitive and successful.

Agilent Technologies' experienced service and support team is ready to help with a wide array of programs designed to maximize the performance of your instruments, minimize downtime and optimize your productivity.

Learn more about how Agilent's customized portfolio of services can benefit your lab, and get ready to achieve even more.

Contact your local Agilent Representative, or log on to the Internet at www.agilent.com/chem/service

- Get additional information on service offerings.
- Download services publications and information.
- Learn about special events and promotions.

Agilent's procedures for services have been developed under a quality system that has been registered to ISO 9002.

Not all services are available in all areas or for all Agilent instruments. Similarly, next-day response time is not available in all areas. For detailed service and availability information, please call your local Agilent Representative.

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