



Agilent
Advantage

Repair & Maintenance for Government and Academia

Optimizing workflow productivity



Expert repair and maintenance with advanced lab productivity tools priced exclusively for government and academic labs

Even when your lab is operating on a tight budget, you can still access our highly skilled service engineers and ensure total lab productivity with our suite of advanced lab monitoring and troubleshooting tools. The Agilent Advantage Repair and Maintenance for Government and Academia plan covers both the cost of onsite repair, excluding parts, and all the costs of annual system maintenance. This plan is ideal for laboratories with flexible response time requirements and a separate operating budget for repair parts and consumables.

Valuable services delivered by highly skilled professionals – that's how Agilent completes more than 85% of service calls the first day. It's also why we enjoy a 98% satisfaction rate among customers worldwide.¹ With Agilent attending to your instrument system, you can stay focused on the work at hand.

Cost-effective coverage for peak performance and productivity

With Agilent Repair and Maintenance for Government and Academia, you can rest assured that your systems will be accurately diagnosed and repaired every time. This service plan is designed for labs that want the best and can afford to be flexible with response times. If the timing of repairs is critical – or if your lab requires total-cost protection, including coverage of parts and consumables used for repair, please consider one of Agilent's more full-featured service plans, including Advantage Silver and Advantage Gold.

Service plans for systems

The Agilent Advantage Repair and Maintenance for Government and Academia plan provides fully integrated service coverage for all of the modules that make up your analytical system. As with all Agilent Advantage service plans, you'll receive holistic support of your complete configuration, so you can rest assured that your entire system is covered.

Our measure is your success.



Agilent Advantage Repair and Maintenance for Government and Academia offers affordable service

On-Site Repair Visits – Unlimited, on-demand hardware service visits restore your systems to operating condition and minimize downtime. Coverage includes travel and labor. Repair parts and consumables not included.

Annual On-Site Preventive Maintenance – A scheduled annual maintenance visit keeps your systems operating at peak performance and reduces the likelihood of instrument failure by up to 25%. Includes travel, labor, and consumables.

Hardware and Software Telephone Support – Technical support for both hardware and software is as close as the phone, as often as you need it.

Agilent Remote Advisor-Assist* – Single-click service requests and remote diagnosis of problems helps to speed repairs. More than 60% of service calls may be resolved immediately without delay.

Agilent Remote Advisor Report* – Detailed on-demand inventory, system configuration, usage and utilization reports provide for effective capacity planning and maximum workflow efficiency.

Agilent Remote Advisor Alert* – Take action before problems occur and prevent costly breakdowns with text and email notifications that alert you the moment an instrument requires attention.

Preferred Level Service – While this plan does not provide a guaranteed response time, you'll get timely service with preferred response over per-incident service calls.

Agilent Service Guarantee – 100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it.



For more information about Agilent Advantage Service Plans and other Agilent Services, please call your local Agilent Representative or visit www.agilent.com/chem/services

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This service plan is exclusively available to Government and Academia labs.

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¹ Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2007.

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



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