



Agilent Advantage Services

No one works harder to optimize your lab's performance.



The best service available for your Agilent instruments.

Agilent Advantage Service not only protects your investment in Agilent instruments—it connects you with our global network of experienced service professionals dedicated to the success and productivity of your lab. So you can rest assured that every day, you are:

- maximizing your lab's throughput
- producing reliable results with the greatest accuracy and sensitivity
- ensuring your instruments are fully compliant with industry regulations

Skilled engineers and remote diagnostics keep your system operating at peak performance.

With the most highly trained engineers in the industry and powerful remote diagnostics technology, Agilent completes over 85% of service calls the first day, and enjoys a 98% satisfaction rate among customers worldwide.¹ With Agilent attending to your instrument system, you can stay focused on the work at hand.

Choose the plan that's right for you.

Agilent Advantage Gold: When your lab simply can't afford downtime.

Priority response coverage for high throughput labs that need mission-critical systems up and running at all times.

Agilent Advantage Silver: If optimizing lab productivity matters to you.

Ideal if you do not require the priority response of Gold, but want complete annual coverage to keep your system and lab operating at the highest levels.

Agilent Advantage Bronze: For keeping costs under tight control.

A convenient way to protect your budget from surprise repair costs by covering unlimited telephone and on-site support plus all parts and consumables required to get your system back online.

Flexible Range of Services

In addition to the Agilent Advantage Service Plans, we also offer agreements covering annual maintenance and qualification.

Agilent Preventive Maintenance (PM)

This annual service agreement offers an affordable way to reduce instrument failures up to 25% and ensure peak performance.

Operational Qualification (OQ)

From the company ranked #1 in compliance, annual qualification services completely document regulatory compliance for your instrument.

Our measure is your success.



Compare Agilent Advantage Service Plans

	Agilent Advantage GOLD	Agilent Advantage SILVER	Agilent Advantage BRONZE	Warranty Extension
Services Included in All Advantage Agreements				
Agilent Service Guarantee	✓	✓	✓	✓
Contract-level Preferred Response vs. T&M	priority	standard	standard	✓
Hardware Telephone Support	✓	✓	✓	✓
Software Telephone Support	✓	✓	✓	
On-site Repair Services				
Unlimited On-site Repair Visits (travel & labor)	✓	✓	✓	✓
Parts Required for Repair	✓	✓	✓	✓
Consumables/Supplies Required for Repair* including liners, seals, tubing, assemblies, lamps and multipliers	✓	✓	✓	
Maintenance Services				
Annual On-site Preventive Maintenance	✓	✓		
Advanced Diagnostics and Reporting				
Agilent Remote Advisor-Assist**	✓	✓	✓	
Agilent Remote Advisor-Report**	✓	✓		
Agilent Remote Advisor-Alert**	✓	✓		
High Availability Services				
Extended Coverage Hours Discount	✓			
Compliance Services (Optional)				
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.

¹ Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2005.

Get the best price available with a multi-year service plan.

Purchased with your new instrument, a multi-year service plan gives you the coverage you need at the best price available. In addition to receiving discounts on multi-year service coverage, you are protected against price increases because your rate is locked in for the life of your agreement.

For detailed service and availability information, please call your local Agilent Representative.

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Printed in USA February 29, 2008
5989-7986EN



The Agilent Service Guarantee

Agilent's service guarantee means that if we can't fix it, we'll replace it. No other company offers this level of commitment to keeping your lab up and running at peak efficiency.



Agilent Compliance Services Ranked #1

Laboratory decision-makers and users ranked Agilent as their first choice for general Laboratory Compliance Services.



Agilent Remote Advisor Services

Included in Agilent Advantage Service plans, Agilent Remote Advisor monitors critical system parameters to proactively diagnose and resolve instrument problems, and to provide on-demand reporting and notifications that further improve instrument uptime and lab productivity.



Agilent Technologies