



# Agilent Technologies

## Original Bundle PC

TECHNICAL OVERVIEW

### Buy Your HP PC from Agilent... Get a Complete PC Repair Solution

When your Agilent PC Instrument System goes down, it's more than just inconvenient. It can be catastrophic. Systems are often down far too long, severely affecting productivity. And since the engineer who repairs the PC does not restore the software, it often takes two service calls or extensive self help to restore the software system to an operational status.

Agilent has listened to your concerns, and together with Hewlett Packard, we've created a level of warranty and post-warranty service that provides a complete PC repair solution exclusively for the Agilent Technologies Original Bundle PC sold with OpenLAB Chromatography Data System (CDS).



### What is an Agilent Technologies Original Bundle PC?

Agilent bundle PCs are HP computers fully tested and qualified to run Agilent Chromatography, Mass Spectroscopy and UV-Vis Spectroscopy software\*. Agilent bundle PCs with Agilent instrument control software offer a one-stop solution for fast and seamless setup of analytical equipment in your laboratory. An Agilent PC bundle comes with ready-to-use pre-installed Agilent software on a high-end computer from Hewlett-Packard with a pre-configured operating system, optimized for use with the specific software product. Bundle PCs are offered for many software products all across the Agilent Technologies products portfolio.

### Reduce System Downtime, Improve Cost-of-Ownership and Reduce Validation Efforts

You have the unique opportunity to receive high quality PCs combined with the highest level of support offered during warranty for HP PCs, exclusive to Agilent customers purchasing PCs with Agilent PC Instrument Systems.

Agilent and HP have worked together to provide you with the best level of service for PCs sold with Agilent Instrument Systems by combining single point of contact, next-day, on-site repair service and a Disk Image Restoration Service. Together these provide you with a complete service to get you operational again as quickly as possible.

\* OpenLAB CDS ChemStation Edition, OpenLAB CDS EZChrom Edition, MassHunter, MSD ChemStation and UV-Vis ChemStation only.



# The Agilent Disk Image Restoration Service

This service, which is optionally available for some HP desktop PCs purchased from Agilent, provides a fast and simple backup of your computer's operating system, applications, and configuration at the time of installation, to protect you from the time-consuming process of rebuilding a system after a PC hardware or software catastrophe. You may purchase this additional service with your HP PC bundle from Agilent for OpenLAB CDS and some other selected products.

Whether you experience a hard drive failure, a major virus attack, serious user error, installation of incompatible software, or an operating system crash that corrupts your computer, you can typically be back in operation in less than two hours. All you need to do is insert a disk and turn on your system.

## How the Service Works

After system installation and validation, an Agilent Service Representative initiates a full-system backup, capturing an exact image of your hard drive onto removable media. These disks contain all the information you need to restore your system to its original configuration, including the operating system, applications, and all custom settings. The disks are placed in a protective case along with simple instructions for restoring the system—so everything needed for system restoration is in one location. In the event of a failure, the HP engineer will fix the PC hardware and then begin restoring the hard drive image to get you operational in one visit.

## A Total Solutions Provider

Agilent works to provide you with everything you need for maximum laboratory productivity, accurate and reproducible results, and cost-effective analyses. With 38 years of chromatography leadership worldwide, Agilent still works each and every day to develop solutions that are right for you.

## Ten Advantages of an Agilent Technologies Original Bundle PC

- 1. Saving time with plug-and-play:** Fast system setup with pre-installed, completely configured operating system and pre-installed Agilent software.
- 2. Single point of contact:** Get help when you need it the most with one call to Agilent. The Agilent Technologies support hotline will be your first and single point of contact for the complete system including computer hardware. If necessary Agilent will involve an HP Certified Technician to troubleshoot or repair the computer.
- 3. Guaranteed next business day response<sup>†</sup>** for computers and monitors\* from Hewlett-Packard.
- 4. Improved cost of ownership with guaranteed on-site support\*:** The true on-site, contract-level PC repair service complements the standard Hewlett Packard Factory warranty for PC and monitor hardware (for details see below). The onsite service also includes full operating system reload after a hard disk failure. The service is available during and after warranty and requiring no self-diagnostics.
- 5. Latest computer hardware** from the leading workstation, desktop PC and notebook manufacturer Hewlett-Packard.
- 6. Fully tested and qualified by Agilent:** Reduces validation effort for performance qualification in GLP/GMP regulated operations. We test the performance and hardware quality of all bundle PCs with the respective software products to ensure that the systems fulfill the requirements for stability and reliability in a lab, even when running 24/7. Based on these tests the configuration is optimized for best performance and reliability. All Agilent software tests that are executed during new product developments are conducted on Agilent bundle computers.
- 7. Original Agilent recovery media:** Each HP bundle computer is delivered with an Agilent recovery DVD that can be used to quickly reinstall the original Agilent-optimized and tested operating system configuration (incl. all necessary configuration settings and service packs). The recovery media are available from Agilent for many years after its original purchase.
- 8. One-visit repair & system recovery if needed:** In the event of a hardware issue, your system will be repaired and your operating system reloaded, so you can be operational as quickly as possible.
- 9. A complete and fast software Disk Image Restoration Service:** If you experience a hard drive failure, this service helps to restore your uniquely configured system, including operating system, service packs, applications, network configurations, user and printer settings.
- 10. Complete system service coverage:** Both the PC and Disk Image Restoration Service for HP computers are aligned with the Agilent PC Instrument System's warranty, so your system is covered for the life of the warranty.

<sup>†</sup> Monday-Friday, 8 am to 5 pm, excluding local holidays.

\* This enhanced warranty service for HP computers and monitors applies during the 1st year of warranty and can be easily extended. After expiration of the enhanced service the terms of the standard HP factory warranty apply. Printers are entitled to standard HP warranty.

## More Than Just Another Warranty - the Agilent/HP Enhanced Warranty Terms

| Warranty Service Element   | Agilent PC Instrument System   | Other HP PC Dealers   |
|--|--|---|
| <b>Call for service</b>  | Agilent Customer Contact Center provides a warm transfer to HP, as necessary | Referred to HP 1-800-number   |
| <b>Phone diagnostics</b>   | Minimal  | Extensive<br>Including downloading Web tools and performing self-diagnostics    |
| <b>First level of service</b>  | On-site, or express exchange   | Parts shipped to customer for self installation                                 |
| <b>Last level of service</b>   | Not applicable   | Warranty CE goes on-site after all possible fixes have been exhausted           |
| <b>Repair verification</b>   | By image restoration if needed   | Hardware diagnostics  |
| <b>Image restoration</b>   | Yes  | No<br>A second service call or self-service is required to restore the software |
| <b>One-visit fix</b>   | Yes  | No<br>A second service call or self-service is required to restore the software |
| <b>Service history recorded and call closed</b>  | Yes  | No  |
| <b>Typical downtime</b>  | < 48 hours   | Commonly > 72 hours   |
| <b>Time customer spends on phone and diagnosing problem</b>  | 15-30 minutes  | Depends on number of calls, higher due to phone diagnostics                     |
| <b>Availability of warranty conversion to On-site Service Agreement after warranty period ends</b> | Yes  | No  |

## HP Warranty Details for Agilent PC Bundle Hardware:

| Product Category      | Duration of Agilent / HP enhanced warranty | Duration of HP factory warranty  | Provision of on-site or express exchange services (Yes/No) | Duration of on-site or express exchange (if extended by an Agilent Advantage or Agilent Repair Agreement) |
|-----------------------|--|----------------------------------|--|---|
| <b>PC/Workstation</b> | 1st year <sup>†</sup>                      | 3 years                          | Yes  | 3 years <sup>‡</sup>  |
| <b>Notebook</b>       | 1st year <sup>†</sup>                      | 3 years                          | Yes  | 3 years <sup>‡</sup>  |
| <b>Printer</b>        | -  | varies; std. HP warranty applies | No   | -   |
| <b>Monitor</b>        | 1st year <sup>†</sup>                      | 3 years                          | On-site unit exchange                                      | 3 years <sup>‡</sup>  |

## Countries Where HP Warranty Terms Apply:

|           |           |             |             |
|-----------|-----------|-------------|-------------|
| Australia | Finland   | Malaysia    | Spain       |
| Austria   | France    | Mexico      | Sweden      |
| Belgium   | Germany   | Netherlands | Switzerland |
| Brazil    | Hong Kong | New Zealand | Taiwan      |
| Canada    | India     | Norway      | Thailand    |
| China     | Ireland   | Singapore   | UK          |
| Denmark   | Italy     | South Korea | USA         |



Tested and fully supported

### Agilent Technologies Original Bundle PC

Read more: [www.agilent.com/chem/bundlePC](http://www.agilent.com/chem/bundlePC)



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<sup>†</sup>Note: The duration of the enhanced warranty can be extended with an Agilent Advantage (Gold, Silver, Bronze) or Agilent Repair Agreement.

<sup>‡</sup>Guaranteed during enhanced warranty period. Otherwise subject to HP factory warranty terms. The enhanced warranty period can be extended beyond the first year at the point of installation with an Agilent Advantage or Agilent Repair Agreement to cover up to 3 years or until the PC enters end of support by HP, or whichever comes first.

This information is only valid for PC bundle hardware from Hewlett-Packard and is subject to change without notice.

To learn more about the Agilent Technologies Original Bundle PC, visit us at [www.agilent.com/chem/bundlePC](http://www.agilent.com/chem/bundlePC)

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The Measure of Confidence



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