

M a x i m i z e U p t i m e a n d R e l i a b i l i t y



Agilent Preventive Maintenance Services

Maintain peak performance and extend your instruments' useful life

Our measure is your success.

products | applications | software | **services**



Agilent Technologies



Reduce downtime and repair costs with Agilent Preventive Maintenance Services

*"I can look at the log book
and see that every instrument
that failed did not have a
PM recently."*

— Contract Testing Lab

You already know that an instrument failure is serious business. It wastes time, sample, effort and money. Worst of all, it throws your lab off schedule – hurting your overall productivity, causing you to miss important deadlines, and even calling your lab's overall reliability into question.

But you may not know that 60% of instrument failure is caused not by functional breakdown, but by a lack of preventive maintenance.* That's why a regularly scheduled program of preventive maintenance is so important to your success.

Implement a preventive maintenance program and you can enhance the overall operation of your lab in the following ways:

- **Gain greater control** over instrument uptime
- **Save money** by reducing expensive unscheduled downtime and repairs
- **Enhance sensitivity and precision** to increase the accuracy of your results
- **Comply** with regulatory requirements, or meet quality accreditation standards
- **Extend** the useful life of your instruments

Keep your instruments running at peak reliability

When you look at your array of high precision laboratory instruments, you may feel confident that each one is finely tuned – working at peak performance and providing reliable results. But without a program of regular preventive maintenance you can't ensure this confidence will last.

Checking your instruments and replacing parts and supplies before trouble arises provides you with a double benefit. First, you avoid expensive repairs. Second, you get greater accuracy and reliability while ensuring safer operations.

It takes both training and experience to consistently uncover and avert the problems that can bring your systems to a halt and hurt your lab's productivity. That's why Agilent Preventive Maintenance Services are performed by highly skilled and certified service engineers. Count on your engineer to:

- **Perform** expert cleaning, adjustments, lubrication and inspection according to factory-recommended protocols
- **Provide** consistent service worldwide by following a predefined checklist of preventive maintenance procedures
- **Replace** all parts and supplies with genuine Agilent products
- **Minimize** downtime and reduce the impact on lab operations by scheduling maintenance in advance

Regular preventive maintenance is a cost-effective way to keep your systems in peak operating condition. All Agilent preventive maintenance services include travel, labor, and supplies so you have a fixed price for complete factory-recommended maintenance of your systems.

Choose the Agilent Preventive Maintenance plan that's right for you

The frequency and type of preventive maintenance you need depends upon a wide range of factors. That's why Agilent offers a range of service options, which take into consideration various factors such as:

- Instrument type, age and usage
- Application run time
- Regulatory requirements

Standard Preventive Maintenance

This service follows predefined maintenance protocols and checklists to optimize the performance of your systems. It provides:

- System inspection and cleaning
- Proactive replacement of specific wear-and-tear parts
- Ion source cleaning for mass spectrometer systems

Enhanced Preventive Maintenance

Ideal for GCs equipped with headspace samplers or LC systems that work with harsh solvents or see heavy use, this service provides an extra level of protection. Service includes all standard preventive maintenance, plus:

- Proactive replacement of a larger number of parts in the sample pathway of GC headspace samplers and LC systems

Interim Preventive Maintenance for Mass Spectrometer Systems

Heavier than average use and specific sample types may cause the need for interim service between annual maintenance, which includes:

- Mass spec system inspection
- Vacuum system check
- Replacement of pump oil

Mass Spectrometer Ion Source Cleaning

Professional cleaning of the mass spec ion source restores system sensitivity.

"I prefer to let my operators focus on what we do best and let Agilent focus on what they do best. We are in the business of making pharmaceuticals, not maintaining and repairing equipment."

— Multinational Pharmaceutical Manufacturer



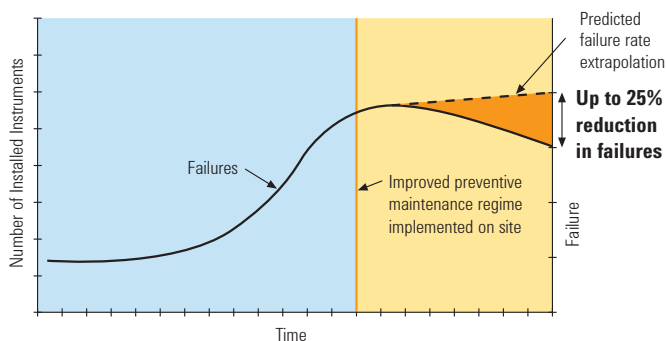
There's no better way to invest in your lab's overall productivity than to implement a routine preventive maintenance program. Studies performed by Agilent using system data from around the world show that failure rates increase as a lab grows and adds new equipment. This occurs because most modern instruments experience a higher incidence of failure within the first one to two years of instrument life. This failure rate flattens as equipment ages. But Agilent studies also show that the **failure rate decreases by up to 25% for all mechanical systems** when a laboratory implements a preventive maintenance program.

Put Agilent's 40 years of experience to work in your lab

Agilent has been manufacturing – and maintaining instruments to the highest standards for over 40 years. So why trust your systems to anyone else?

Learn more about how Agilent Preventive Maintenance Services can help you reduce mechanical failures by up to 25% and keep your lab running at peak performance at www.agilent.com/chem/service

The Effect of Preventive Maintenance



"To be frank, Agilent is the best at servicing their equipment, and the one to measure others against."

— Global Pharmaceutical Company

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