



# Agilent Certified Pre-Owned Instruments

## Frequently Asked Questions

### **What are Certified Pre-Owned (CPO) Instruments?**

The Certified Pre-Owned (CPO) Instruments Program is Agilent's premier choice for scientists to purchase pre-owned analytical instrumentation that meets the same standards for quality and post-sale ownership protection that new Agilent instruments do.

### **Why purchase Agilent Certified Pre-Owned Instruments?**

As budgets become more restricted and demands for productivity grow, the need increases for reliable, high-class equipment at a great value. Some of the key values Agilent CPO instruments offer include:

- Covered by a 12-month warranty – just like a new Agilent instrument with extended support options available
- Supplied with the same full set of accessories, software, and manuals that ship with a new Agilent instrument
- Meticulously reconditioned at an Agilent factory to bring it back to "like new" condition, including applying the latest firmware and service notes
- Access to Agilent's resources for service agreements, technical support, columns, supplies, software, accessories, and repair parts
- Installed and introductory training by Agilent-trained engineers

### **Where does CPO obtain inventory?**

CPO sources pre-owned instruments from several different channels including our demo program, trade-ins, buybacks, and our green program.

### **What products are available through CPO?**

We have the most comprehensive certified pre-owned analytical instrument portfolio on the market. You may check for products offered by checking out our catalog. More products may be available than listed, please fill out a form to have a local representative contact you for more information.

### **What is Agilent's process for refurbishing CPO instruments?**

Each instrument is meticulously inspected and reconditioned to bring it back to "like new" condition, including applying the latest firmware, service notes and other updates. All parts in the sample flow path are taken apart and thoroughly cleaned or replaced with new. Each instrument is then tested and must perform to the same specifications as when new. All instruments are shipped with new consumables, accessories, and ship kits.



**What is the typical lead time for a CPO product?**

While some CPO products are already refurbished and available for immediate delivery, most need to go through a refurbishment process which begins once we receive a purchase order for the products. We estimate lead times for un-refurbished instruments at roughly 3-6 weeks, however, subject to change based on current backlog. Please fill out a form so your local representative can contact you with more information.

**What kind of warranty comes with a CPO instrument?**

Every CPO Instrument is backed by a 12-month warranty (same as new) with qualified instruments having the option to be placed on service contract depending on their support life. Please fill out a form so your local representative can contact you with more information.

**What instrument trade-in and buyback (TIBB) options are available?**

Trade-in and buyback credit is available through credit towards the purchase of a new instrument, Flexible Spend Plan (FSP) credits, and cash.

**Are there any costs or fees associated with using the TIBB Program?**

No, our TIBB program is an all-inclusive service that covers deinstallation by an Agilent-certified engineer, boxes, and shipping costs.

**Do you take non-Agilent instruments for trade-in or buy back?**

Yes, on a case-by-case basis. Please fill out a form so your local representative can contact you with more information.