

# Your Best Defense Against Lost Productivity and Unexpected Costs

Agilent CrossLab service plans



# Unplanned Downtime Is Just a Fact of Life in the Lab—Or Is It?

Missed deadlines. Ruined samples. Unplanned expenses—up to 24% of the service budget according to some lab managers.

Everybody understands the productivity concerns and financial losses that come with unexpected downtime. But here's something you may not know: Agilent CrossLab service plans can minimize the impact of instrument breakdowns—and prevent many problems from happening at all.

CrossLab service plans—available for both Agilent and non-Agilent instruments—enable your lab to reduce downtime, produce accurate, reliable data, and comply with industry regulations. Select plans also cover preventive maintenance, which is proven to lower repair costs and save days of downtime each year.

## **“I have high-quality instruments. Why should I worry?”**

Instrument downtime is a cascading effect of unanticipated costs and downstream problems—and even the best instruments are vulnerable. Service plans that include preventive maintenance can provide the highest assurance of uninterrupted operation, fewer repairs, and less unexpected downtime each year.

## **“Aren't service plans expensive?”**

Not when you compare service plan costs to the cost of downtime. Between capital losses, idle technicians, and delays in results and revenue, customers tell us that downtime costs their lab an average of \$10,000 per day. Worse yet, some customers report that delays in obtaining results can prevent critical deliveries of services or materials, costing upwards of \$50,000 per hour.

## **“Can't I just call a service provider whenever there's a problem?”**

Many labs find out the hard way that not all service providers are alike. But when you partner with Agilent, you'll be supported by experienced, trusted partners who share the goal of optimizing your instrument investment.

Agilent-certified service professionals are uniquely qualified to provide fast, efficient repairs, so you can get up and running again quickly. They undergo rigorous and continuous training to support every Agilent instrument—plus a broad range of non-Agilent instruments. What's more, they use only genuine Agilent and/or OEM parts, and complete a predefined checklist to ensure that your instruments are in optimal working condition.



We're always here to help discuss which CrossLab service plan works for your lab. Chat with an Agilent representative now.

[www.agilent.com/chem/service-plans](http://www.agilent.com/chem/service-plans)

# The people behind your service and support

Here's what sets Agilent-certified service professionals apart

>2,200

Agilent-certified service professionals worldwide

400+

Certified training courses offered yearly

Up to 90%

of Agilent-certified service professionals hold advanced degrees

7.5 years

Average instrument repair experience

80%

of problems fixed within one day



50+

Technology platforms covered

2.5 days

Average time on site, per year

Millions

Parts accessible at our worldwide logistics centers

96%

Parts available right away

50%

of all issues resolved remotely with Virtual Technical Support



## Did you know...

Plans that include preventive maintenance can give your lab these advantages\*:

35%

reduction in the number of repairs

31%

reduction in repair costs

3.4

fewer days of downtime per year

\*Based on a five-year study of more than 38,000 service calls on Agilent and non-Agilent instruments, conducted by an independent actuarial firm.



## Why Are Agilent CrossLab service plans a better value than other providers' services?

- **No hidden fees.** Agilent CrossLab service plans include travel and repair costs, plus genuine Agilent parts required for repair or preventive maintenance.
- **Faster time to repair.** Many issues are resolved without an onsite visit, thanks to our Virtual Tech Support capabilities. If you still need a service visit, your Agilent-certified service professional will have a previewed diagnosis and will arrive quickly with the required parts and supplies.
- **Parts on hand.** Agilent maintains its own inventory of millions of repair parts with 95%+ available when needed.

### CrossLab Bronze

#### Timely repair coverage, budget control

Eliminate unplanned costs and improve speed to repair. All onsite repair visits, including Agilent-manufactured parts and consumables required for repair, are included.

### CrossLab Silver—our most popular plan

#### Maximize productivity, minimize workflow disruptions

Decrease repair costs and downtime with our Silver service plan, which includes annual preventive maintenance. It also covers all onsite repair visits and genuine Agilent parts and consumables required for repair.

### CrossLab Gold

#### Premium service for mission-critical systems

Get the red-carpet treatment with next-business-day response, onsite parts storage, 24/7 calls logging, and an assigned account manager with quarterly reviews. The plan also includes all onsite repair calls and annual preventive maintenance.

\*Only available for new instrument purchases.  
†Conditions apply.

### Enhanced Extended Warranty

#### Protect your new instrument right from the start

Lengthens your instrument's standard warranty coverage, including any warranty-level repairs using genuine Agilent parts, and is enhanced by including preventive maintenance services after Year 1.\*

### Multiyear service plans

#### Protect against price increases

Choose either a 2- or 3-year plan to lock-in your price for the plan's duration. Cut down on administrative tasks, save time, and focus on strategic initiatives knowing that you have continued service coverage.

### The Agilent Service Guarantee

If we cannot fix an instrument covered by an Agilent CrossLab service plan, regardless of manufacturer, our escalation process will resolve the issue up to and including replacing your instrument free.†

Learn more: [www.agilent.com/chem/service-plans](http://www.agilent.com/chem/service-plans)



# Find the right service coverage for your instrument

Whether you want complete service coverage or covered repairs at a fixed annual price, there's an Agilent CrossLab service plan that suits your needs and budget. This easy-reference chart will help you choose a plan that can help your lab reduce downtime, produce reliable data, and stay compliant.

Services included in Agilent CrossLab service plans	Recommended and only available with instrument purchase		Available with instrument purchase, during warranty period, or after warranty expiration			
	Extended Warranty	Enhanced Extended Warranty	CrossLab Gold	CrossLab Silver	CrossLab Bronze	Preventive Maintenance
Contract-level preferred response	•	•	•	•	•	
Virtual Tech Support (hardware and software)	•	•	•	•	•	
Same-day remote repair (when possible)	•	•	•	•	•	
<b>Onsite Repair Services</b>						
Onsite repair visits (travel and labor)	•	•	•	•	•	
Genuine Agilent parts required for repair	•	•	•	•	•	
Agilent consumable parts required for repair		•	•	•	•	
<b>Maintenance Services</b>						
Annual onsite preventive maintenance (travel and labor)		After first year	•	•		•
Genuine Agilent parts required for preventive maintenance		•	•	•		•
<b>Premium Services</b>						
Next-business-day response			•			
Onsite parts cache			•			
Assigned account manager with quarterly reviews			•			
<b>Compliance and Software Services (available options)</b>						
Qualification (IQ/OQ, OQ)	•	•	•	•	•	•
Requalification after major repair (RQ)	•	•	•	•	•	•
Software maintenance agreement (SMA)	•	•	•	•	•	•

## Additional options tailored to your coverage needs



### Plans for older instruments

- CrossLab service plan benefits provided beyond their guaranteed term
- Available as CrossLab Bronze Extended or Silver Extended plan



### Government and academia

- Lower-cost plans for fixed budgets
- Ideal for when immediate response is not required



### Instrument training and method services

- Improve essential lab skills with in-person or online training
- Custom onsite training and method services available



### Coverage for deuterium lamps

- Included with Agilent CrossLab Silver Plus plan
- Annual replacement of deuterium lamp



### Enhanced preventive maintenance (PM)

- Additional preventive maintenance tasks, recommended for highly corrosive/caustic or salty applications
- Expanded list of covered parts, including pathway and sampling components



### Protect only what you need

- Plans for mass spectrometers only
- Excludes front-end components

CrossLab instrument service plans are available for a majority of Agilent instrumentation and select non-Agilent chromatography and mass spectrometry instrumentation.

Annual or multiyear terms available. Contact your Agilent sales representative for more information.



We're always here to help discuss which CrossLab service plan works for your lab. Chat with an Agilent representative now.

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# More than just service plans—a partner for business success

From consultation and assessment to implementation and evaluation, Agilent is a proven partner with a rich understanding of lab environments.

## Compliance services:

### Focus on your science and reduce your regulatory risk

For labs in regulated industries, the validity of analytical results depends on two factors:

1. The analytical instrument must be qualified for intended use
2. The software must be validated for intended use.

Overlooking these requirements can put your lab at risk for audits and inspections—and may raise concerns about the integrity of your data. And if deficiencies are identified during an audit, the cost of remediation far exceeds the cost of implementing a compliance strategy.

Simplify audit preparation and reduce regulatory risk by partnering with Agilent CrossLab Compliance Services. Our Instrument Qualification and Computer System Validation Services have been consistently rated #1 by the regulated industry. What's more, they are designed to guarantee full compliance with USP 1058 AIQ for qualification and GAMP5 / Part 11 for CSV.



## Other ways to optimize resources and increase instrument uptime



### Multivendor services

Simplify instrument services across manufacturers of analytical instruments. Agilent CrossLab multivendor services give you comprehensive support, streamlining scheduled and unplanned maintenance across your analytical fleet.

### Flexible, cost-effective training options

Improve job-ready skills, minimize mistakes, improve consistency, and increase efficiency. Training is conducted by Agilent experts in your choice of formats: Classroom, online, or at your site.

### Method and application services

Optimize workflows and deploy the latest technologies. Partner with Agilent CrossLab to overcome application problems and reduce the time it takes to develop and implement new methods.



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# Simplify procurement—and make your life less stressful

## Allocate the funds you need to support your lab with the Agilent Flexible Spend Plan

Few tasks are more tedious than writing endless POs. Now, you don't have to, because the Agilent Flexible Spend Plan makes it easy to apply funds to a flexible spending account. You can use the funds for what you need, when you need it—from columns and supplies, to vials, standards, services, and more. Everything to support your complete workflow.

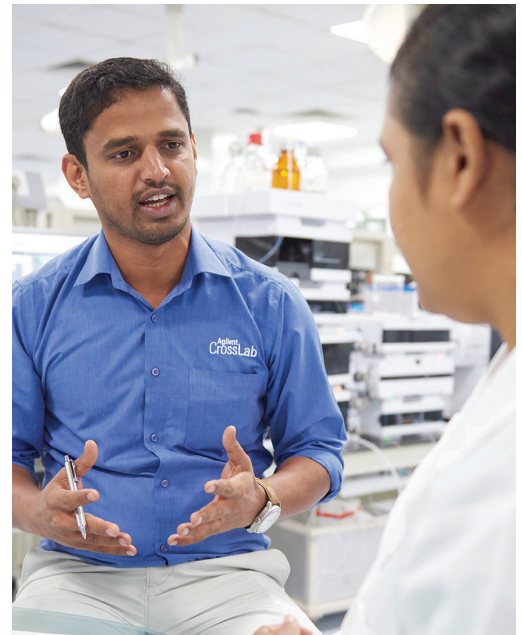
## Flexible payments keep your budget on track

Select the payment terms that best accommodate your needs: Payment-up-front, monthly, quarterly, or annual.

## Easy online renewal\* gives you one less thing to worry about

Tired of digging through papers and emails? Agilent online renewal lets you view your service plans on one screen and renew plans in seconds. You can also request on-demand services, order consumables, and more.

\*Where available.



# Does your lab have sustainability goals in place?

85% of labs already do. Here's how Agilent CrossLab service plans help you reach these goals while maximizing your lab productivity.

- **Agilent CrossLab Virtual Tech Support** lets you receive live technical help remotely through the latest video communication tools—minimizing auto emissions associated with onsite service calls.
- **Agilent Green Recycling** disposes of used parts and packaging in an earth-friendly way.
- **Proper routine maintenance** extends the life of your instruments—keeping them out of landfills.
- **Agilent Trade-In and Buyback Programs** give you a sustainable way to acquire the latest technologies.



Top 20 most sustainable companies for the fifth straight year

Agilent is a top-level sponsor of My Green Lab. Specifically, we are working with the organization to have selected GC instruments independently audited for their Accountability, Consistency, and Transparency (ACT) label.

## Put Our Insight to Work for You

CrossLab is an Agilent capability that integrates services and consumables to support workflow success, improve productivity, and enhance operational efficiency. In every interaction, we strive to provide insight that helps you achieve your goals. We offer a wide range of products and services—from method optimization and training to full-lab relocations and operations analytics—to help you manage your instruments and your lab for best performance.

Learn more about CrossLab at [www.agilent.com/crosslab](http://www.agilent.com/crosslab)



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