

# Protect the Instruments That Power Your Genomics Workflow

Agilent CrossLab services for your molecular biology applications



# How Would Unexpected Downtime Impact Your Genomics Workflow?



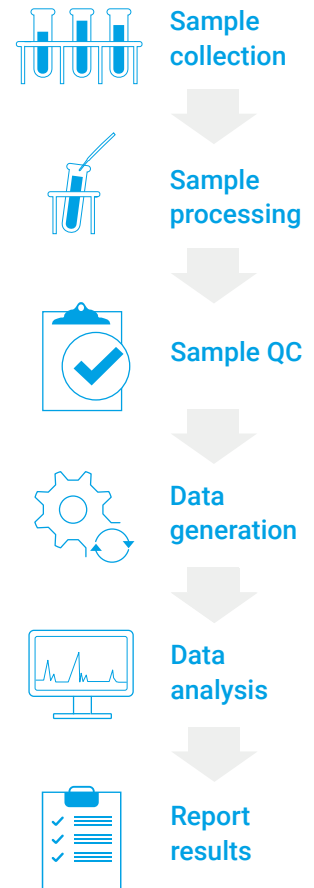
There's never a good time for unplanned instrument downtime. It's frustrating, it stops your lab from meeting complex genetic and molecular challenges—and worst of all—it's expensive. In fact, unexpected downtime can cost your lab an average of about \$10,000 per day.\*

You can control costs and keep your workflow running at high productivity with Agilent CrossLab services. They enable your genomics lab to:

- Maximize uptime.
- Produce reliable data with high accuracy and sensitivity.
- Put redundant systems into place if your workflow stops.
- Have predictable, controlled service costs.
- Ensure that your instruments fully comply with industry regulations.

From Next Generation Sequencing (NGS) and nucleic acid sample QC, to CGH microarrays and qPCR analysis, CrossLab services can help you achieve the outcomes you seek in your laboratory, organization, and the world we seek to improve.

\*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.



# Flexible Repair and Service Options for Your Genomics Lab



Agilent provides convenient, flexible repair and service options to quickly get your equipment operational again. Depending on your instrument, repair services are performed either onsite by an Agilent-certified professional or at an Agilent CrossLab field service center. To see where services are available for your instrument, see the table on page 6.

## Bring in the Agilent experts: onsite repair services

Our Agilent-certified professionals promptly attend to your system at your location when an instrument breaks or your system needs diagnosis.

Only CrossLab can provide Agilent quality and expertise, including:

- Phone consultation to confirm cost and delivery of parts
- Flexible options for any budget and skill level
- All work performed using genuine Agilent parts

## Fast service at a fixed price: Agilent CrossLab field service centers

CrossLab field service centers are located globally and can help turn downtime into productive time. Their convenient services are performed by highly trained technicians who specialize in your instrument's care and maintenance.

Service center repair and maintenance availability varies by geography and instrument/module type. Please consult your local representative for additional details.

## Instrument exchange (IE)

Our CrossLab field service centers will ship you a replacement unit that has been refurbished to manufacturer specifications—and that will look and perform like new. Replacement instruments are often shipped out the same day, so your lab can be up and running again quickly. You can then ship the defective unit back to Agilent within five days\* with no additional expense. (Eligible instruments and modules only.)

## Return to Agilent (RTA)

If your lab requires you to retain the same instrument, our Return to Agilent service is the right choice. Just ship us your defective unit, and we'll return it to you operating back to our exacting Agilent specifications. For some instruments, we can even provide you with a loaner instrument to further minimize downtime while your defective unit is being repaired or serviced.

\*Due to country-specific custom declaration processes, shipment duration may exceed five business days.

# Which Service Coverage Is Right for My Instrument?



Do you need to cover all instrument maintenance services and repairs, extend your warranty coverage, focus on preventive maintenance, or get help with compliance qualification? Agilent offers options beyond the standard warranty when you buy your instrument.

Talk with your Agilent representative to determine which of the following coverage solutions is best for you lab.

## Coverage with an extended warranty

All Agilent instruments come with a standard one-year warranty that includes parts and labor should an issue arise. If desired, you can add up to four years of warranty coverage to help ensure optimal instrument performance and plan for the future of your instrument investment.

### Enhanced Extended Warranty

Combine your repair and preventive maintenance coverage after your warranty expires. The Agilent Enhanced Extended Warranty includes all the benefits of the Extended Warranty, plus an annual preventive maintenance visit to help maximize your instrument performance and uptime.

## Coverage with a CrossLab Silver service plan

An instrument failure wastes time, sample, and money. It also throws your lab off schedule—causing you to miss important deadlines. That's why preventive maintenance is so critical to your success.

Our comprehensive Silver service plan can help you maintain peak instrument performance while minimizing unplanned downtime. It's designed to meet the needs of life sciences labs, and includes:

- Annual preventive maintenance. Preventive maintenance is required each year for all instruments to ensure optimal performance.\*
- Priority troubleshooting response. Get expedited resolution of service requests.
- Expedited instrument exchange. If an instrument is defective, we'll send out an available replacement, where applicable.
- Telephone support. Technical support for both hardware and software is as close as your phone.
- Support and repair for your bundled system laptop. This service is available for three years from the date of purchase.

All services are performed by certified Agilent professionals who use genuine Agilent parts—and follow procedures proven to extend the useful life of your instruments.

### The Agilent Service Guarantee

Our promise to you: if we cannot fix an instrument covered by an Agilent service plan—regardless of manufacturer—we'll replace it with an Agilent-equivalent instrument, free\*.

\* Conditions apply

\* A standalone preventive maintenance contract is available. However, covering your instrument with a CrossLab Silver plan is the best way to be sure that you always receive this essential service. The availability of certain options is based on geography and instrument type.

## Field Application Support (FAS) Services

Designed exclusively for Cell Analysis Products

### On-Site Field Application Support Consulting

Equip your team with the knowledge and confidence to operate your Cell Analysis instrument(s)

- 1-2 day on-site consulting for refresh application training
- Review laboratory goals and project assessment
- Refresh training for new-hires
- Method design and activation

### Virtual Field Application Support

Flexible support all year long

- 4 virtual engagements a year at a fixed cost
- Virtual email, phone and video support
- Higher assay development and analysis

## Coverage for compliance services

Focus on your science and reduce your regulatory burden. Agilent offers a comprehensive set of compliance services, including Installation Qualification (IQ) and Operational Qualification (OQ).

**Installation Qualification (IQ)** includes testing and verification of instrument hardware and software functionality by an Agilent-certified professional, thereby qualifying the system. It ensures that the shipment is complete and that both hardware and software are installed correctly. Audit-ready documentation is supplied.

**Operational Qualification (OQ)** verifies and documents the system's ability to meet specified performance criteria after it is installed in the selected environment. Audit-ready documentation is supplied.

*\* FAS Services are only available in the US and Canada*



Agilent service professionals complete a thorough checklist every time they perform preventive maintenance on your instruments. So, you can be sure you're receiving the highest quality and consistency.

## Coverage options available for specific instruments

	Repair Type	Extended Warranty	Enhanced Extended Warranty	CrossLab Service Plans	Preventive Maintenance Only	Compliance (IQ/OQ)
Agilent Fragment Analyzer System	Onsite		•	•	•	•
Agilent Femto Pulse System	Onsite		•	•	•	
Agilent ZAG DNA Analyzer System	Onsite		•	•	•	
Agilent Oligo Pro II System	Onsite		•	•	•	
Agilent SureScan Microarray System	Onsite	•	•	•	•	
Agilent Bravo NGS A or NGS B	Onsite*				•	•
Agilent Magnis NGS Prep	Onsite		•	•	•	•
Agilent 4150 and 4200 TapeStation Systems	IE Preferred/RTA	•	•	•	•	•
Agilent Bioanalyzer System	IE	•		•	•	•
Agilent AriaMx Real-Time PCR System	IE/RTA	•	•	•	•	
BioTek	Onsite/RTA	•	•	•**	•	•



IE = Instrument Exchange  
RTA = Return to Agilent

\*Pipette heads use RTA service.

\*\* CrossLab Silver Plan and Service Center Repair available.

## 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. Through CrossLab, Agilent strives to provide insight in every interaction to help you optimize the return you get on your instrument investment and achieve your business goals. Agilent CrossLab supports Agilent instruments and select non-Agilent instruments as well. We also provide consultative support for workflow enablement, lab analytics, regulatory compliance, inventory management, and asset management, including relocation services.

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



Find a local Agilent customer center in your country:

[www.agilent.com/chem/contactus](http://www.agilent.com/chem/contactus)

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