

Flexible Services To Cover Your Lab's Needs

Agilent CrossLab service agreements



Customized Coverage For Your Lab's Needs And Budget



Maintaining instrument performance is critical to the success of your lab. You can enhance productivity, control costs, and empower everyone—regardless of skill level—to achieve excellent results with Agilent CrossLab Service Agreements.

They enable your lab to:

- Maximize uptime
- Produce reliable data with high accuracy and sensitivity
- Ensure that your instruments fully comply with industry regulations

The following levels of support are available for Agilent instrument contracts and selected Spectroscopy, LC, GC, and MS models, regardless of manufacturer:

Agilent CrossLab Gold: Priority coverage, ultimate uptime

Get all the benefits of our Silver plan, plus VIP advantages like next-business-day response, onsite parts storage, 24/7 call logging, and a dedicated service engineer.

Agilent CrossLab Silver: Maximum lab productivity

Includes all the benefits of our Bronze plan, plus valuable extras like annual preventive maintenance and optional compliance services.

Agilent CrossLab Bronze: Keep costs under control

Total onsite hardware repair coverage for multiple manufacturers, at a fixed annual price.

Preventive Maintenance: Ensure peak performance

This affordable annual agreement can reduce instrument failures by up to 25%.

Customize the support your lab needs to avoid costly repairs and downtime.

Go to www.agilent.com/chem/crosslab-service-agreements today.

Additional instrument services

Compliance qualification:

Reduce your regulatory risk

Our CrossLab experts will qualify your lab instruments for use in regulated environments.

Multiyear service plans:

The best value for your new instruments

A multiyear service plan gives you discounts for long-term coverage—and locks in your lower rate for the life of your agreement.

Multivendor service: Total lab coverage

Our certified service engineers have experience with over 26 manufacturers and 200 instrument models.

Expanded capabilities

Ask your representative about these extended laboratory management services:

- Relocation
- iLab
- Inventory management
- Compliance and Consulting
- Lab Business Intelligence

Quick-reference table for all Agilent Instrument contracts and select MVIS contracts

	Gold	Silver	Bronze	Preventive Maintenance	Software Maintenance
Services included in Agilent CrossLab service agreements					
Contract-level Preferred Response vs. T&M	•	•	•		
Hardware telephone support	•	•	•		
Software telephone support	•	•	•		•
All Agilent software revisions					•
Onsite repair services					
Unlimited onsite repair visits (travel & labor)	•	•	•		
Parts and consumables required for repair	•	•	•		
Maintenance services					
Annual onsite preventive maintenance	•	•		•	
High-availability services					
Next-business-day response	•				
Onsite parts cache	•				
Assigned service engineer/manager	•				
Quarterly status reviews	•				
Compliance services (optional)					
Discount when bundling operational qualification (OQ)	•	•			
Guaranteed Pass OQ	•	•			
Discount when bundling re-qualification (RQ)	•	•			



Agilent CrossLab. Who we are. What we do.

Whatever your lab needs, Agilent CrossLab is ready to partner with you to create new and transformative opportunities. Together, we'll support your scientific and business goals with superior laboratory services, software, and consumables from Agilent. A direct connection to a global team of service experts delivers vital, actionable insights at every level of your lab.

Our solutions maximize performance, reduce complexity, and drive improved economic, operational, and measurable outcomes. And our innovative and comprehensive products generate immediate results and lasting impact.

Find out more on how to leverage Agilent CrossLab for your lab today. Go to www.agilent.com/crosslab

How we help—Stories from the lab

Story #10 Investigative reporting

Extended expertise helps boost one lab's efficiency. Get the full story at

www.agilent.com/chem/story10

Story #16 Special ops

A team effort improves lab metrics and creates lab efficiencies. Get the full story at

www.agilent.com/chem/story16

Story #47 Creating high value

A big lab gets help with instrument calibration. Get the full story at

www.agilent.com/chem/story47

DE.3435532407

This information is subject to change without notice.

© Agilent Technologies, Inc. 2020
Published in the USA, April 2, 2020
5989-7986EN