

Achieving the highest level of performance for your dissolution system

# AGILENT SERVICES AND SUPPORT DISSOLUTION SYSTEMS

The Measure of Confidence



**Agilent Technologies**

AGILENT TECHNOLOGIES

# THE NEW STANDARD IN DISSOLUTION SUPPORT

Agilent offers a family of market-leading dissolution apparatus and sampling systems that pair perfectly with UV systems. But we offer you much more than just innovative products — you benefit from a comprehensive portfolio of service plans and regulatory compliance services to help you achieve the highest levels of reliability and performance from your dissolution systems.

Our support is organized around one focal point: delivering the best service available as the premier measurement company.

With service center operations in 65 countries, a global dispatch system to optimize coverage by service professionals, and call centers ready to provide assistance, you can trust Agilent to be there when you need us.



## AGILENT ADVANTAGE SERVICE PLANS

For laboratories looking for full service coverage, Agilent Advantage is the ideal choice. Each plan delivers our premier support and world-class expertise in convenient, cost-effective packages. Coverage includes travel, labor, and all parts and consumables required for instrument repair.

	Advantage Gold	Advantage Silver	Advantage Bronze
Contract-level Preferred Response	Priority	Standard	Standard
Hardware Telephone Support	•	•	•
Software Telephone Support	•	•	•
Unlimited On-Site Repair Visits (travel and labor)	•	•	•
Parts and Consumables Required for Repair	•	•	•
Annual On-site Preventive Maintenance	•	•	
Guaranteed Pass OQ and Discount when bundling compliance services	•	•	
Extended Coverage Hours Discount	•		

## MAINTENANCE AND REPAIR COVERAGE

For laboratories looking for maintenance-only or repairs-only service coverage, Agilent offers you two solutions:

**Agilent Preventive Maintenance (PM)** provides factory recommended service for your dissolution system to ensure reliable operation and accurate results. Service includes the inspection, cleaning, and maintenance of crucial system components.

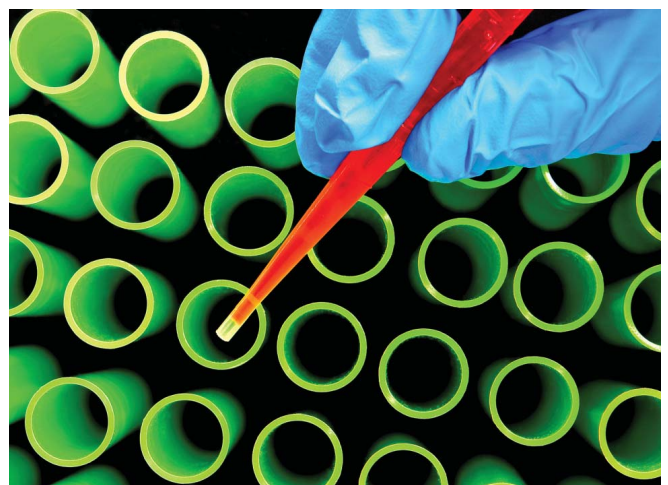
**Agilent Repair Service Plan** offers basic repairs-only service coverage. This plan includes travel and labor.

## REGULATORY COMPLIANCE

### Compliance Support

Agilent dissolution equipment is designed and manufactured to meet the strictest standards and regulatory requirements under current Good Manufacturing Practices (cGMPs), and the current standards for dissolution contained in the United States Pharmacopeia (USP), EP and JP. We offer the following qualification services to provide initial and ongoing verification that your apparatus meets USP, FDA, and ASTM requirements:

- **Agilent Installation Qualification (IQ)** provides documented evidence that your instrument has been delivered as specified and properly installed in a suitable environment.
- **Agilent Operational Qualification (OQ)** tests and documents that your system functions according to its operational specifications in its environment. For Apparatus 1 and 2, this includes measurement and reporting of the physical parameters according to the current USP requirements.
- **Agilent Performance Qualification (PQ)** affirms that your dissolution apparatus performs in accordance with current USP requirements. The USP Dissolution Performance Verification Test (PVT) is performed as required in the current USP General Chapters, Dissolution <711> and Drug Release <724>, in accordance with cGMPs.
- **Agilent Mechanical Qualification (MQ)** ensures that your dissolution equipment performs in accordance with current published Enhanced Mechanical Qualification standards, including ASTM E2503-07 and FDA DPA-L0P.002. This procedure is a standardized test protocol designed to check that the dissolution apparatus conforms to the GMP requirements outlined in the Enhanced MQ standards.



## LEARN MORE ABOUT AGILENT SERVICES AND SUPPORT

Agilent Technologies' experienced service and support team is ready to help with a wide array of support options designed to maximize the performance of your instruments, minimize downtime, and optimize your productivity.

Discover how our comprehensive portfolio of services can benefit your lab. Contact your local Agilent Representative or visit our website to learn how you can achieve the highest level of performance for your dissolution system.

## CONTACT US

Learn more: [agilent.com/chem/services](http://agilent.com/chem/services)

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