



Extended Warranty



Keeping instrument repair costs low.

Basic coverage that includes most costs of repair.

The Agilent Extended Warranty plan gives you an affordable option to extend warranty-level repair coverage over the life of your instrument. Should a problem occur, you receive preferred scheduling for service calls and can rest assured that the basic expenses associated with onsite repair, such as travel, labor, and the cost of most repair parts, will be covered.*

Valuable services delivered by skilled professionals, that's how Agilent completes more than 85% of service calls the first day. It's also why we enjoy a 98% satisfaction rate among customers worldwide.¹ With Agilent attending to your instrument system, you can stay focused on the work at hand.

*Consumable parts and supplies used for repair are not covered. For total repair coverage including all parts required for repair, please see the Advantage Bronze, Silver and Gold plans.

The Agilent Extended Warranty plan includes the following service features:

Preferred Response—Fast response over time and materials calls expedites the resolution of your service requests.

On-Site Repair Visits—Unlimited, on-demand hardware service visits restore your systems to operating condition and minimize downtime. Coverage includes travel and labor.

Parts Required for Repair—Genuine Agilent parts necessary for repairs are covered under the cost of your plan.

Hardware Telephone Support—Technical support for hardware is as close as the phone, as often you as need it.

Agilent Service Guarantee—100% repair coverage guarantee provides total peace of mind. If we cannot fix an Agilent instrument covered by our service agreement, we'll replace it.

Our measure is your success.





For more information about Agilent Extended Warranty and other Agilent Services, please call your local Agilent Representative or visit www.agilent.com/chem/services

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With the Agilent Extended Warranty plan, you can rest assured that your systems will be accurately diagnosed and rapidly repaired every time. Should your lab also require full repair-cost protection, scheduled preventive maintenance, real-time remote diagnostics features, or priority response, please consider Agilent's more full-featured Advantage Service plans, including Advantage Bronze, Advantage Silver, and Advantage Gold.

Service Plans for Systems

The Agilent Extended Warranty plan provides fully integrated service coverage for all the modules that make up your analytical system. Like all Agilent Service plans, the Extended Warranty plan provides holistic support of your complete configuration to give you peace of mind knowing that your entire system is covered.

^{*}Per local parts replacement policy.

¹ Satisfaction with service engineers as reported in the Agilent customer satisfaction survey, 2007.



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