



Agilent Advantage Services

# Repair Service

Send your equipment to us and we'll quickly and expertly restore it to full functionality

## Fast, professional service gives you more uptime and like-new equipment

- Get equipment repaired right the first time
- Take advantage of our unmatched knowledge of how to service the equipment we build
- Increase uptime with turnaround typically less than 15 days
- Speed up service with 42,000+ genuine Agilent parts in stock
- Enjoy a customer experience that consistently improves, according to Agilent's ongoing customer satisfaction survey scores
- Leverage our ongoing investment in new technology and processes that advance upgrade repair service with innovations such as automated diagnosis and verification

## Shared expertise lowers your cost of ownership

- Share in expert technical and service knowledge that helps you operate equipment for a greater return on investment
- Access service staff at more than 30 service centers around the globe who speak your language and understand your repair and calibration problems
- Leverage Infoline Web Services to manage your equipment more effectively with in-depth product and service information and online transaction capabilities



## Measurement confidence comes from equipment operating at its peak

- Feel confident in measurement integrity with like-new equipment restored to original functionality and specs
- Rely on highly trained technicians with access to factory experts, automated calibration procedures, diagnostic procedures, verification software, test fixtures, firmware upgrades, replacement parts and service notes
- Reduce risk with a best-in-class engineering laboratory that employs the latest electrostatic discharge techniques, anti-virus software checks and grounding continuity safety tests
- Benefit from Agilent's commitment to monitor and improve quality throughout an instrument's lifecycle and consistent worldwide service

*Anticipate — Accelerate — Achieve*



**Agilent Technologies**

Option	Duration	Part number	Benefit	Turnaround time
Warranty extension <sup>1</sup>	5 years	R-51B-001-5C	Lowest cost, most efficient way to get repair coverage at time of product purchase	Less than 15 business days
Service agreement <sup>1</sup>	1 year	R-51B-501	Cost-effective approach for continuous repair coverage	Less than 15 business days
Per incident	N/A	R-51D-501	Flexible pay-as-you need option	Less than 20 business days plus 10 to 30 days for your company to approve the purchase order

1. Emergency response service available to reduce turnaround time

## Service Description

- Equipment restored to full functionality
- All labor, materials and genuine Agilent parts included
- Safety tests to make sure equipment is properly grounded
- Engineered security protocols to assure equipment is free of viruses and other computer-based threats
- Procedures to protect returned units and replacement parts from electrostatic discharge
- Additional services to guard against failure and extend useful life: cleaning, adjusting, lubricating, inspecting and testing
- Return shipment included with repair warranty extension or agreement

## Standard Warranty

- 90-day warranty on repair, including parts and labor
- Re-repair within 90 days at no charge, including freight charges both ways

## Local Assistance

30+ accredited service centers around the world

## Infoline Web Services

Manage your equipment more effectively with instant access to in-depth product and service information such as warranty status, service history, calibration certificates and test data plus online transaction capability such as service requests, status tracking and more.

## Related Services

On-site Repair Agreements

## Order Information

Contact an Agilent sales representative at [www.agilent.com/find/assist](http://www.agilent.com/find/assist)



Agilent Advantage Services

Agilent Advantage Services is committed to your success throughout your equipment's lifetime. To keep you competitive, we continually invest in tools and processes that speed up calibration and repair and reduce your cost of ownership. You can also use Infoline Web Services to manage equipment and services more effectively. By sharing our measurement and service expertise, we help you create the products that change our world.

[www.agilent.com/find/advantageservices](http://www.agilent.com/find/advantageservices)



### Three-Year Warranty

[www.agilent.com/find/ThreeYearWarranty](http://www.agilent.com/find/ThreeYearWarranty)

Agilent's combination of product reliability and three-year warranty coverage is another way we help you achieve your business goals: increased confidence in uptime, reduced cost of ownership and greater convenience.

Product specifications and descriptions in this document subject to change without notice.

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