

Maintain Peak Performance and Extend Your Instruments' Useful Life

CrossLab Preventive Maintenance services





Reduce Downtime and Repair Costs with Agilent CrossLab Preventive Maintenance Services

You already know that an instrument failure is serious business. It wastes time, sample, effort, and money. Even worse, it throws your lab off schedule—hurting your productivity, causing you to miss important deadlines, and even calling your lab's reliability into question.

But here's something you may not know: With Agilent CrossLab Preventive Maintenance services, you can, on average, reduce repair costs by 31% per year. You can also reduce your number of annual repairs by an average of 24% and instrument downtime by an average of 2.4 days.*



Implement a Preventive Maintenance program and you can enhance the overall operation of your lab in the following ways:

- Gain greater control over instrument uptime
- Save money by reducing expensive unscheduled downtime and repairs
- Enhance sensitivity and precision to increase the accuracy of your results
- Comply with regulatory requirements, or meet quality accreditation standards
- Extend the useful life of your instruments

*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.

Keep Your Instruments Running at Peak Reliability

Agilent leads the way in high-precision analytical and genomics instruments for life sciences, diagnostics, and applied chemical applications. You can feel confident that every finely tuned instrument will work at peak performance and provide reliable results.

However, without a program of regular Preventive Maintenance, you can't be sure that this confidence will last.

Checking your instruments and replacing parts and supplies before trouble arises provides you with a double benefit. First, you avoid expensive repairs. Second, you get greater accuracy and reliability while ensuring safer operations.

It takes both training and experience to consistently uncover and avert the problems that can bring your systems to a halt and hurt your lab's productivity. That's why Agilent CrossLab Preventive Maintenance services are performed by highly skilled and certified service engineers.

Regular Preventive Maintenance is a cost-effective way to keep your systems in peak operating condition. All Agilent CrossLab Preventive Maintenance services include travel, labor, and supplies so you have a fixed price for complete factory-recommended maintenance of your systems.

Count on our engineer to:

- Perform expert cleaning, adjustments, lubrication, and inspection according to factory-recommended protocols
- Provide consistent service worldwide by following a predefined checklist of Preventive Maintenance procedures
- Replace all parts and supplies with genuine Agilent products
- Minimize downtime and reduce the impact on lab operations by scheduling maintenance in advance

Smart Alerts takes the guesswork out of maintenance scheduling

Stop relying on the calendar to tell you when to replace consumables or schedule maintenance tasks. Make informed decisions—based on real data—with Smart Alerts software from Agilent, which is available for many Agilent instruments.

Backed by our instrument evaluation experience, Smart Alerts software monitors instrument use across your lab, then sends you timely recommendations. So, you can sustain instrument performance and minimize unplanned downtime.

"I can look at the log book and see that every instrument that failed did not have a PM recently."

– Contract testing lab



**Put Agilent's 50+ years of experience
to work in your lab**

Agilent has been manufacturing and maintaining instruments to the highest standards for over 50 years. So why trust your systems to anyone else?

Agilent CrossLab Preventive Maintenance services can help you reduce mechanical failures by up to 25% and keep your lab running at peak performance. Learn more at www.agilent.com/chem/preventive-maintenance

Choose the Agilent CrossLab Preventive Maintenance Plan That's Right for You

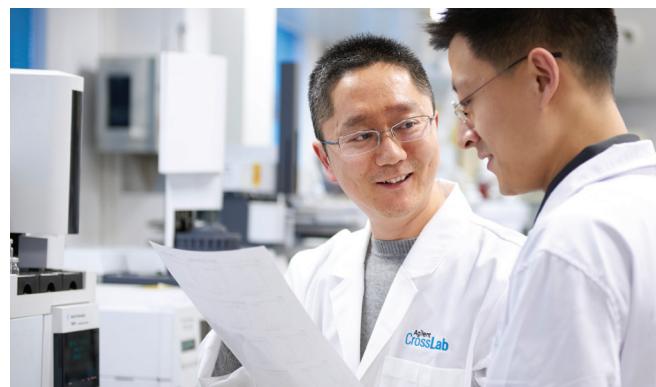
It doesn't matter whether you're running an analytical lab with LC, GC, and MS systems or a genomics lab with DNA/RNA sample QC, qPCR, and microarray systems. The frequency and type of Preventive Maintenance you need depends on various factors. That's why Agilent service options account for instrument type, age, use, application run time, and regulatory requirements.



Standard Preventive Maintenance

This service follows predefined maintenance protocols and checklists to optimize the performance of your systems. It provides:

- System inspection and cleaning
- Proactive replacement of specific wear-and-tear parts
- Service that's tailored to your system's needs, based on design standards and CrossLab experience



Enhanced Preventive Maintenance

Ideal for GCs equipped with headspace samplers or LC systems that work with harsh solvents or see heavy use, this service provides an extra level of protection. Service includes all standard Preventive Maintenance, plus:

- Proactive replacement of a larger number of parts in the sample pathway of GC headspace samplers and LC systems (this includes headspace GCs or LCs that are part of GC/MS or LC/MS systems)

Preventive Maintenance for molecular biology labs

Molecular biology labs face unique and complex challenges. You can count on our gold-standard Preventive Maintenance service to maximize instrument performance for:

- Sample quality evaluation (Bioanalyzer, TapeStation)
- Processing (SureCycler, AriaMx, Magnis)
- Throughput (DNA/RNA profiling technologies, such as Scanner C and SureScan)



Interim Preventive Maintenance for mass spectrometer systems

Heavier than average use and specific sample types may cause the need for interim service between annual maintenance. This would include:

- Mass spec system inspection
- Vacuum system check
- Replacement of pump oil

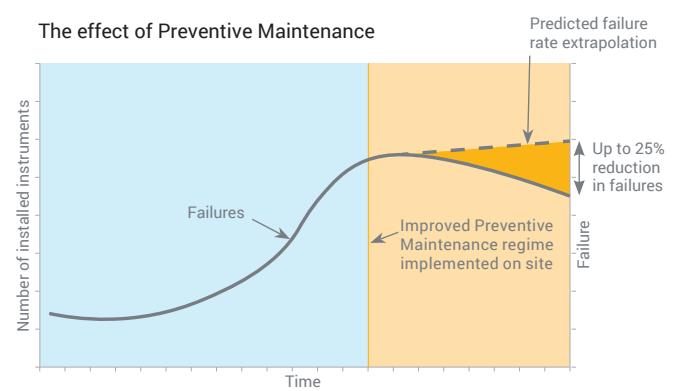
Routine Preventive Maintenance: Your best investment in lab productivity

Studies performed by Agilent using system data from around the world show that failure rates increase as a lab grows and adds new equipment. Why? Because most modern instruments experience a higher incidence of failure within the first one to two years of instrument life. This failure rate flattens as equipment ages.

But Agilent studies also show that the failure rate decreases by up to 25% for all mechanical systems when a laboratory implements a Preventive Maintenance program.*

Mass spectrometer ion source cleaning

Professional cleaning of the mass spec ion source restores system sensitivity.



*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.

Put CrossLab insight to work for you

Agilent CrossLab integrates services, consumables, and resource management to help labs improve efficiency, optimize operations, increase uptime, and develop user skill.

We also provide consultation for workflow, lab analytics, compliance, and inventory/asset management—including relocation services.

Learn more about CrossLab support for Agilent and select non-Agilent instruments, and see examples of insights that lead to great outcomes.

www.agilent.com/chem/crosslabstories

Learn more

www.agilent.com/chem/services

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