

## ADVANTAGE SERVICES

# OPTIMIZE YOUR LEAK DETECTOR'S PERFORMANCE



The best service available for your Agilent leak detector.

Agilent Advantage Service not only protects your investment in Agilent leak detectors – it connects you with our global network of experienced service professionals dedicated to your success and productivity so you can rest assured that every day, you are:

- ✓ Maximizing your throughput
- ✓ Producing reliable results with the greatest accuracy and sensitivity
- ✓ Ensuring your equipment is fully compliant with industry regulations

### Skilled engineers keep your system operating at peak performance.

With the most highly trained engineers in the industry, Agilent completes over 85% of service calls the first day, and enjoys a 98% satisfaction rate among customers.

With Agilent attending to your equipment, you can stay focused on the work at hand knowing your leak detector is operating at peak performance.

### CHOOSE THE PLAN THAT'S RIGHT FOR YOU

**Agilent Advantage GOLD:** *When you simply can't afford downtime.* Priority response coverage for operations that need mission-critical systems up and running at all times. Comprehensive support ensures continuous high performance operation.

**Agilent Advantage SILVER:** *If optimizing productivity matters to you.* Ideal if you do not require the priority response of Gold, but want complete annual coverage to keep your equipment operating at the highest levels.

**Agilent Advantage BRONZE:** *Protect your investment.* Peace of mind that an extended warranty provides.

For detailed service and availability information, please call your local Agilent representative or contact:

#### Europe and other countries

**Agilent Technologies**  
**Vacuum Products Division**  
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#### North and South America

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[www.agilent.com/chem/leakdetection](http://www.agilent.com/chem/leakdetection)



**Agilent Technologies**

# Compare Agilent Advantage Service Plans



Agilent GOLD, SILVER or BRONZE coverage includes our service guarantee: if we can't fix it, we'll replace it. No other company offers this level of commitment to keeping your system up and running at peak efficiency.

	GOLD	SILVER	BRONZE
<b>General Services</b>			
Extends warranty coverage	✓	✓	✓
Agilent service guarantee	✓	✓	✓
Response	Priority	Standard	Standard
Includes all hardware and software updates	✓	✓	
Phone and e-mail technical support	✓	✓	✓
<b>Maintenance Services</b>			
Annual preventive maintenance service	✓	✓	
Annual re-certification and replacement of calibrated leak	✓	✓	

## And more...

We offer special customer defined services not offered in standard agreements.

Maximize equipment performance with training courses, onsite training and leak detection technology/application seminars.

Application Consulting to assist you in evaluating your requirements to determine the leak detection solution best suited to your application.

## Get the best price available with a multi-year service plan

Purchased with your new leak detector, a multi-year service plan gives you the coverage you need at the best price available. In addition to receiving discounts on multi-year service coverage, you are protected against price increases because your rate is locked in for the life of your agreement.

### Application Consulting

Agilent Global Support Network begins when our field engineers assist you in evaluating your requirements to determine the leak detection solution best suited to your application.

### Field & Factory Support

To maximize system uptime and extend the value of your investment, we offer a complete range of support programs to meet any need.

### Ongoing Technical Support

Agilent Global Support Network delivers support for the life of your instrument with unlimited telephone and e-mail technical support, application analysis and rapid problem resolution.

### Trade-Up Program

Offers you trade-in opportunities of your older units toward the purchase of a new VS Leak Detector to maximize return on investment.



### Onsite Integration Support

When its time to install your new equipment, your local engineer will provide hands-on integration and training assistance.

### Agilent Service Guarantee

Agilent's service guarantee means that if we can't fix it, we'll replace it. No other company offers this level of commitment to keeping your lab up and running at peak efficiency.

### Agilent Certified Parts

Repairs and maintenance performed by factory-trained field engineers using Agilent certified parts. This protects the quality, reliability, and performance of your leak detector.

#### Learn more:

[www.agilent.com/chem/leakdetection](http://www.agilent.com/chem/leakdetection)

This information is subject to change without notice.

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