

Waters Instruments, Agilent Service

Agilent CrossLab Multivendor
Instrument Support and Services



Labs around the world trust Agilent for multivendor support on their Waters LCs

Agilent
CrossLab
From Insight to Outcome

When you need comprehensive repair, preventive maintenance, qualification, or relocation support for your Waters instrumentation, look no further than Agilent CrossLab services. We deliver:

- **Expertise:** Our global team includes over 400 engineers trained on Waters instrumentation, servicing approximately 100 different Waters modules
- **Parts:** Maintenance and repair parts are in stock and available immediately. Agilent maintains a multimillion-dollar Waters OEM inventory from a global sourcing infrastructure of service parts. In addition, Agilent CrossLab supplies are manufactured to perform seamlessly with many analytical instruments – regardless of vendor
- **Consistency:** Reliable Agilent product development, testing, and service protocols ensure unbeatable quality, every time
- **Compliance:** Our fully automated compliance engine (ACE) uses vendor-neutral compliance protocols to qualify Waters instruments with the highest quality and reliability

Renowned labs across the world – including leading pharmaceutical companies – have chosen Agilent as their multivendor service provider.

Agilent is the premier instrument vendor certified by ISO 9001, and our CrossLab services are in full compliance with ISO 9001, ISO 13485, FDA, and other industry standards.

See how we can tailor our services to fit your needs.

Visit www.agilent.com/chem/mvis



Agilent services a comprehensive and growing list of Waters LC instrumentation:

- Arc HPLC
- Arc Premier
- Acquity Premier
- e-Alliance
- Acquity
- Acquity Arc
- Acquity Arc Bio
- Acquity H-Class
- Acquity H-Class Plus
- Acquity H-Class Bio
- Acquity H-Class Bio Plus
- Acquity I-Class
- Acquity I-Class Plus

Agilent CrossLab, your partner for lab-wide services

Count on the professionals who understand your lab, workflow, and goals.

Your trusted Agilent-certified service professional also knows your lab's Waters instruments inside and out. Agilent service engineers:

- Are among the industry's most skilled, with years of instrument repair experience
- Have been certified through intensive training at our Agilent CrossLab Service Center, and have auditable training records
- Arrive equipped with traceable tools, calibrated test equipment, and proven protocols to deliver compliance after unparalleled service quality – guaranteed

World-class qualification to support your lab's compliance requirements

Agilent CrossLab Compliance services qualify instruments and software regardless of manufacturer, and Agilent qualification approaches are well accepted by major regulatory agencies and standards organizations. Our consistent, error-free reports arrive in a tamper-proof format to allow single-signature approval – saving review time and virtually eliminating your compliance risk.

Agilent CrossLab Service Guarantee

Our commitment to keeping every instrument in your lab operating efficiently

When you choose Agilent CrossLab, you choose a true partner, committed to helping you meet today's complex science and business challenges. We are so confident in our service quality that we offer the Agilent CrossLab Service Guarantee.

If we cannot fix an instrument covered by a CrossLab service plan, regardless of manufacturer, our escalation process will resolve the issue up to and including the following:

- Free replacement of your instrument with an equivalent new or refurbished Agilent or non-Agilent piece of equipment of equal or better performance.*
- OR
- Credit you the residual value of the service agreement for the equipment, which will end coverage for your instrument.

*Replacement is done at the discretion of Agilent; replacement equipment will continue to be covered by the existing service plan

Additional options tailored to your coverage needs



Asset Performance Management:

Combine advanced data-intelligence technologies with industry expert guidance.

Partner with Agilent to help develop and execute your operations strategy.

[Learn more](#)



Relocation:

End-to-end expertise and capabilities for lab-wide relocations.

Your trusted Agilent team handles project management, packing needs, transportation and more.

[Learn more](#)



CrossLab Connect:

A digital suite of laboratory applications and sensor technologies.

Accelerate laboratory performance with unprecedented visibility and control over your scientific assets.

[Learn more](#)

For more information, contact an Agilent representative or visit www.agilent.com/chem/mvis

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