



GUIDE TO AGILENT RESOURCES

The Measure of Confidence

In this guide you will find information on:

- **Technical Support & Applications Assistance**
- **Warranty Information**
- **Columns, Supplies & Sample Prep**
- **Service and Support Plans**
- **Training and Education**
- **Request Valuable Resources**
- **Meet Access Agilent**



Agilent Technologies

Guide to Agilent Resources

At Agilent, we look for ways to optimize your lab's performance by enhancing our 45 years of measurement expertise with constant customer communication. We have become your experienced partner delivering unrivaled systems, solutions, technical support, and education to help your lab increase efficiency and profit. That is why you can rely on us to provide the tools you need. With that in mind, this guide has been developed to connect you with Agilent resources.

Thank you for choosing Agilent. We appreciate your business.

Agilent Value Promise
Our Instruments Last For Years
Our Commitment Last Forever

Technical Support & Applications Assistance

Technical Support at Work for You

Have a hardware, software, application, or troubleshooting question? Agilent technical experts are available to help. With years of laboratory experience, our technical support specialists provide in-depth knowledge and are available to answer your questions.

Contact Agilent for Technical Assistance at
1-800-227-9770, option 3
or visit us online
www.agilent.com/chem/techsupport

For Applications help including column selections call
1-800-227-9770 option 3 for Application Help
then **option 2** for LC Application Help
or **option 3** for GC Application Help



Warranty Information

Confidence in Product Quality

Agilent warrants our hardware products against defects in materials and workmanship and that the product will conform to specifications. Agilent owned standard software are warranted to substantially conform to specifications. During the warranty period, Agilent will, at its option, repair or replace products which prove to be defective. Products that are installed by Agilent are warranted from the installation date, or in cases where the buyer delays installation, from the 31st day after delivery. Warranty begins from the delivery date for all other products.

Under Agilent's warranty, all labor, travel and repair parts are covered. Agilent's warranty does not include consumable supplies, extra training or preventive maintenance.

Contact Us for Warranty Repairs

Submit your request online

www.agilent.com/chem/servicerequest

Or call us at **1-800-227-9770**

Add Preventive Maintenance (PM)

To purchase a PM during the warranty period, please Contact your Agilent Support Agreement Specialist at **1-800-227-9770 option 1, then 5**

Columns, Supplies and Sample Prep Information

The Perfect Fit

With Agilent columns, supplies and sample prep, the difference is in the details. All of our products have been engineered or selected by our instrument design teams, manufactured to our demanding applications, and tested under a variety of conditions. This painstaking care ensures that every part will perform at optimal levels.

Columns, Supplies, and Sample Prep Orders

To place an order contact us at **1-800-227-9770, option 1** or visit us online at www.agilent.com/chem/store

Download or request the Essentials Chromatography and Spectroscopy Catalog at:

www.agilent.com/chem/catalog

Service and Support Plans

Total Peace of Mind Coverage

Agilent Advantage Service Plans not only protect your investment in Agilent instruments, they also connect you with our global network of experienced service professionals dedicated to the success of your lab. Choose the right level of coverage to suit your lab goals and budget, and let us help you drive laboratory productivity while keeping costs under control.

Click to review Advantage Service Plans:

[Advantage Bronze Plan Brief](#)

[Advantage Silver Plan Brief](#)

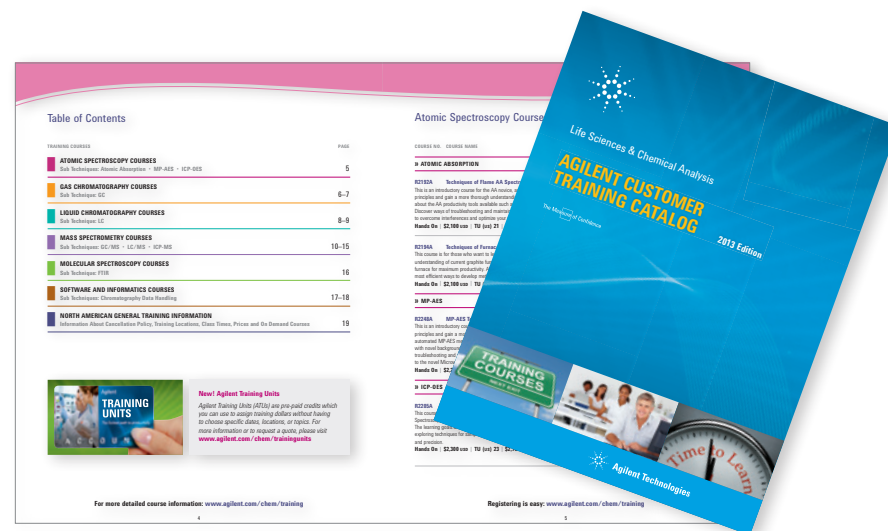
[Advantage Gold Plan Brief](#)



Contact your Agilent Support Agreement Specialist at **1-800-227-9770 option 1, then 5** to discuss your coverage options.

Training and Education

It has never been easier to get the learning experience you need. Our training courses blend theory and hands-on practice, teaching you how to get the most from your laboratory instrumentation. Simply choose the mode of training that works best for you – from classroom training courses at Agilent sites, to training at your site with your instruments, or custom consulting solutions.



Request a hardcopy of the Agilent Training Catalog or view upcoming courses online at www.agilent.com/chem/training

Request Valuable Resources

Optimize your lab's performance with these free resources from Agilent. We want to help you make the most of your Agilent instrument by providing you with the information and tools you need to maximize its use.

Please visit us online at

www.agilent.com/chem/getguides

to select the guides you'd like to receive, or request help with column or liner selection.



Meet Access Agilent

The monthly e-newsletter that is focused directly on you. Access Agilent provides you with targeted information that is truly relevant because you receive the content based on your personal preferences - the information you want.

Inside each monthly issue you'll find:

- In-depth articles to match your needs and interests
- The latest news about our products and services
- Direct links to Application Notes, brochures, product manuals and more
- Practical tips and "how to" suggestions
- Special offers and FREE educational opportunities, posters, CDs and more

Register or update your personal profile at

www.agilent.com/chem/access

See **Agilent** on 

Agilent Chem:

www.youtube.com/user/AgilentChem

Agilent Life:

www.youtube.com/user/AgilentLife

Agilent Support Quick Reference

Please print this page and
keep it near your instrument.

Instrument Name: _____

Product Number(s): _____

Serial Number(s): _____

Open a service request **1-800-227-9770, option 3**

Application Help including column selections assistance
1-800-227-9770 option 3 for Application Help
then **option 2** for **LC** Application Help
or **option 3** for **GC** Application Help

Services and Support Sales Specialists

For assistance selecting maintenance, repair,
training, compliance and relocation services
1-800-227-9770 option 1, then 5

For more information contact your local
Sales Representative or visit us online at
www.agilent.com/chem/contactus



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