

Agilent Value Promise

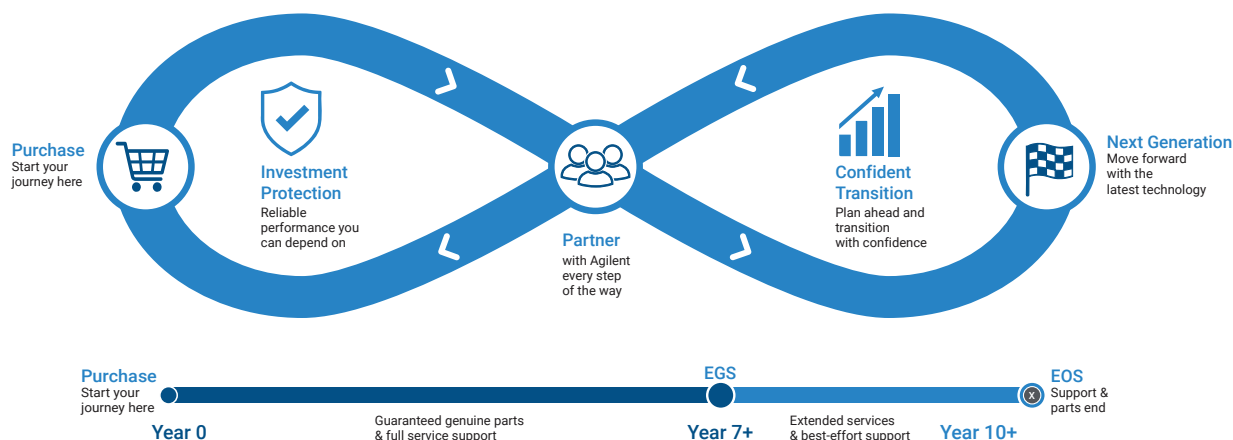
Years of performance with a lifetime of our commitment

Value you can count on

From the date of your purchase, Agilent is committed to maximizing the long-term value of your investment in Agilent instrumentation. For new eligible Agilent instruments*, we guarantee a minimum of 10 years of supported instrument use from the time of original purchase. If your eligible instrument cannot be supported for at least 10 years, Agilent will credit you with the residual value of the system toward an upgraded model.

10+ Years of Productive Instrument Life

The Agilent Value Promise supports the full lifecycle



Guaranteed Support:

Guaranteed access to Agilent service expertise and genuine parts throughout the support period; backed by the Agilent Service Guarantee.

End-of-Guaranteed Support (EGS), Extended Services & Best-Effort Support:

Manufacturers stop producing parts and instrument serviceability moves to Extended Service. During this phase, service and parts support are delivered on a best-effort basis only to sustain operation wherever possible.

End of Support (EOS):

This stage marks the end of available service and parts support for the instrument.



"Our customers make important investments in their labs. The Agilent Value Promise reflects our commitment to helping them get the most from those investments for years to come"

– **Pdraig McDonnell**

President, Chief Executive Officer
Agilent Technologies, Inc.

Protecting value at every stage

Today's labs face complex challenges that require the support of a true partner. Through the years, you've trusted Agilent to provide the instruments, supplies, and support needed to keep your lab operations running smoothly. Whatever your laboratory configuration, we can provide the level of support that best meets your needs and budget. As your instruments reach the end of their useful life, you can continue to look to Agilent to help explore options and plan a transition to the latest technology, so you can remain competitive, control costs, and do more with less. Agilent CrossLab service plans maximize your lab's productivity and minimize downtime, day after day.

Put our insight to work for you

CrossLab is an Agilent capability that integrates services and consumables to support workflow success, improve productivity, and enhance operational efficiency. In every interaction, we strive to provide insight that helps you achieve your goals. We offer a wide range of products and services—from method optimization and training to full-lab relocations and operations analytics—to help manage your instruments and lab for best performance.

The Agilent Service Guarantee

If we cannot fix an instrument covered by an Agilent CrossLab service plan during the guaranteed support window, our escalation process will resolve the issue up to, and including, replacing your instrument free.**

* For eligibility, please contact your sales representative.

** Conditions apply.

Learn more about CrossLab at
www.agilent.com/crosslab

DE-016509

This information is subject to change without notice.

© Agilent Technologies, Inc. 2026
Published in the USA, September 1, 2026
5994-1491EN