USED AGILENT T&M EQUIPMENT, SUPPORT & SERVICES

Financial Options 666
Repair and Calibration Services 668
Education and Application Engineering Services 672
Five Resourceful Ways to Acquire the Equipment You Need

1. Lease and Finance
Agilent offers a competitive, flexible range of lease and finance options to meet your individual needs. Whether you’re looking for a competitive edge, a hedge against obsolescence, or a better balance of cash flow and revenue stream, we offer solutions designed just for you.
• Stay on the leading edge of technology by paying for equipment only as long as you need it
• Pay over time with little or no upfront cost
• Manage cash better with fixed payments for the contract term
• Tailor lease payments to meet budget requirements
• Increase shareholder value by preserving working capital and lines of credit for business opportunities
• Get expert support from a team that specializes in financing for high-tech industries
Learn more at www.agilent.com/go/wwleasing

2. Rent
For equipment needs of less than 12 months, consider renting from one of our carefully chosen Premier Rental Partners. Their expert inventory management and priority access to new Agilent products mean you always get the right tool at the right time. Plus you’ll enjoy competitive rates, fast delivery, and excellent service.
• Get prompt delivery when you have immediate needs
• Meet short-term equipment requirements
• Soften the impact of equipment demands on your budget
• Protect against short product life cycles and rapidly changing technology
• Save the time and money required to maintain sophisticated equipment
Learn more at www.agilent.com/find/rent

3. Trade
Agilent Trade-in
Pay Less to Move Up or Over to the Solutions You Need
Trade an instrument from Agilent or another vendor and receive a credit to use as you see fit. Buy the latest technology or acquire services, including repair, calibration, training, and application engineering. With thousands of models eligible for trade-in, you can acquire the tools you need without breaking your budget.
• Tap the value of underused assets to afford new solutions
• Upgrade to new technology or migrate to another product line or service
• Access the broadest Trade-in program in the industry
• Take advantage of trade-in specials on Agilent’s newest products
Learn more at www.agilent.com/find/trade
4. Buy Premium Used

**Agilent CertiPrime**

*Save on Remanufactured Test Equipment that Performs Like New*

You expect more from Agilent, and we deliver it with our high-quality CertiPrime fully remanufactured instruments. CertiPrime makes buying current-generation used test equipment almost like buying our new instruments – only with a discount that’s typically 20% but occasionally as high as 50% off list price.  
- Full remanufacture and repair by Agilent-certified technicians  
- Same-as-new standard accessories and warranty  
- Latest compatible firmware and software  
- Full production calibration (with a printout of actual test data)  
- NIST certificate of traceability  
- Same warranty and return policy as new instruments  
- CertiPrime special deals available at [www.agilent.com/find/prime_deals](http://www.agilent.com/find/prime_deals)

Learn more at [www.agilent.com/find/used](http://www.agilent.com/find/used)

5. Sell Underused Assets

**Agilent Buy-back**

*Sell Your Equipment for Cash*

We not only sell used instruments, we buy them back too. Get cash for your underused equipment and use it to buy technology that keeps you competitive. We’ll help you dispose of all your unwanted instruments, not just a few select items. You’ll improve the look of your bottom line and your lab or factory floor.  
- Get competitive pricing from a company you know and trust  
- Access a global network of sales engineers and used equipment dealers who understand and support local market needs  
- Save on the costs that idle assets accrue (inventory tracking, maintenance, insurance, and taxes)  
- Get guidance on product life cycles that can help you sell for the highest price

Learn more at [www.agilent.com/find/buyback](http://www.agilent.com/find/buyback)
Remove all doubt
Your equipment restored to like new performance, returned on time.

Get your Instrument Repaired Right the First Time by the People who Know it Best

Downtime can be expensive. So if an equipment failure occurs, you need to get back up and running as quickly as possible. Sending your instrument to a third-party repair provider often wastes a lot of time. Frequently, third party repairers end up sending hard-to-repair instruments to Agilent anyway. In fact, they are among our largest repair customers! Only Agilent has the depth of expertise required to diagnose your equipment problems quickly and restore your equipment to its original working condition.

1. "Like new" performance and accuracy
Remove all doubt about your measurement integrity. When you entrust your instrument to Agilent for repair or calibration, you can be confident that the performance and accuracy of your instrument will be “like new”. If you need absolute confidence in the measurements your instrument makes, let the same people who made it service it and restore it to its original condition. Learn more at www.agilent.com/find/calibrationquality

2. Short, predictable turnaround times – with a guarantee
Remove all doubt about getting your instrument back on time, by sending it to Agilent. We know that your repeat business depends on our dependability, so we make it our highest priority to live up to our promises. As an example of our commitment, when you sign a calibration service agreement on key instruments, we guarantee a turnaround time of 5 business days (measured from time of receipt to return shipment date), or your next calibration is free. Get the details at www.agilent.com/find/caltat_guarantee

Purchasing Options for Agilent Repair Services

- **Up-front Repair Plans**
  - Best Economy
  - Purchased at time of hardware purchase
  - Covers all repair costs for term of plan

- **Repair Services Agreement**
  - Savings over per-incident service
  - Available any time after the warranty period
  - Covers all repair costs for term of agreement (single or multiple years)

- **Per-incident Repair Service**
  - Flexible, cost-effective solution
  - Available at any time after the warranty period
  - As needed service

www.agilent.com/find/repair

English URL www.agilent.com/find/products
Calibration and measurement confidence are inextricably linked. To gain the utmost confidence in your measurements, you need to ensure that your test instruments are thoroughly and accurately calibrated. Only when you use Agilent Calibration services can you get “like new” performance out of your Agilent instruments throughout their lifetime.

**Automated Testing Provides More Thorough Calibrations**

To make sure your instruments receive the most thorough calibration possible, Agilent has built its metrology expertise into a comprehensive software program that automatically performs a full battery of calibration tests on your instruments, following manufacturer calibration procedures. Because the tests are automated, we can perform more tests in a shorter period of time.

**Lower Measurement Uncertainties**

Agilent provides a calibration with lower measurement uncertainties, lower than you are likely to get elsewhere. The bottom line: no doubt about the accuracy of your test and measurement results.

**Adjustments Included at No Extra Cost**

Third-party calibration providers can’t perform adjustments on most of Agilent’s modern instruments. Some can make adjustments on older, or less-complex instruments, but may charge you extra. With Agilent Calibration, adjustments, if required, are included, no matter how complex the instrument or how many test points are out of specification. You’ll save yourself time and trouble by sending your instruments directly to Agilent for one-stop calibration, adjustment and repairs.

**Comprehensive Pre- and Post-adjustment Data**

Where applicable, you will receive a full pre-adjustment report on your instrument’s performance, so you’ll know precisely where and how far out of specification it was when you sent it to us. This is a growing requirement for ISO 9000 compliance. Most third party calibration suppliers provide only post-adjustment data, or charge significantly more for this feature as an “extra.”

**Make Sure you are Getting a High-quality Calibration**

Some calibration vendors cut corners, usually because they lack the proper equipment to do a comprehensive calibration, or because they have priced their service low to win business, but too low to cover a more thorough procedure. To see a chart that compares the calibration tests performed by Agilent and by a typical third-party calibration provider, go to [www.agilent.com/find/calibrationquality](http://www.agilent.com/find/calibrationquality)

When third-party calibration providers reduce the breadth of functions they test and reduce the number of test points for each function, they introduce gaps that could let inaccurate instruments through the net. In turn, you could be making incorrect measurements without knowing it – you run the risk of shipping faulty products, or wasting valuable resources reworking products that are within specification. Using Agilent calibration services protects you from these costs – a cheaper calibration supplier may cost you more in the long run.

**Choose the Calibration Services that Meet your Needs**


Agilent Calibration – Our main calibration service that delivers much more than you will get elsewhere. Your instrument is calibrated using the full battery of manufacturer defined tests. No “cutting corners” in an Agilent Calibration. All required adjustments are included. Pre- and post-adjustment measurements are included at no extra charge. You remove all doubt when you come to Agilent for calibration services.

Accredited Calibration – For the highest confidence in your measurement instrument, this service provides measurements with uncertainties that are accredited by the local accrediting agency. Agilent’s best measurement uncertainties are available via your local accrediting agency’s Web site.

[www.agilent.com/find/calibration](http://www.agilent.com/find/calibration)
Why Send Your Equipment Away for Calibration – When Calibration Can Come to You?

Agilent’s Volume On-site Calibration (VOSCAL)

Our comprehensive on-site solution offers a fully operational, high quality calibration laboratory on your site, complete with high-specification systems and automation. VOSCAL keeps your equipment operating at optimum performance levels and accuracy while ensuring it is available for use virtually 100% of the time. With VOSCAL, some or all of your test equipment can be calibrated at your site at the time most convenient for you. Depending upon the size of your instrument base and other constraints, calibration can be performed in a single visit or over several. VOSCAL is ideal for companies with several hundred electronic test instruments from a wide variety of technologies, tight production schedules and very little time available to utilize typical return-to-bench services for calibration.

An Agilent VOSCAL Project Manager will plan the entire event, meeting with your representatives to gain an understanding of which test systems are most critical to your production or development processes and build a project calibration schedule to suit. VOSCAL teams use the same automated testing procedures and equipment as Agilent Service Centers. This ensures there is no difference in the quality of calibration. A VOSCAL team leader will be on-site each day for the duration of the VOSCAL service. This level of planning and management ensures that most instruments are calibrated within four hours.

Benefits:

• Improved production – maximize uptime
• Convenience – calibrate your entire inventory at a single or multiple visits
• Reduced risk – eliminate shipping damage
• Lower costs – reduce cost of logistics, transport and rental and/or purchase of spares

Features:

• A fully operational, high quality calibration laboratory on your site, complete with high-specification systems and automation
• Calibration performed by a team of specialist engineers, using industry standard tools and processes
• Project management throughout the operation
• Reduced equipment downtimes
• Convenience of a single supplier reduces the need for spares or rental equipment
• Expert calibration delivered by the world’s Test & Measurement market leader
Put Yourself in Control – 2 minute online registration allows you to:
• Check whether your Agilent equipment is covered by warranty or an agreement
• See which instruments require calibration
• Look up repair and calibration pricing
• Arrange for service of your equipment online
• Track the status of instruments that are being repaired or calibrated at your convenience
• Act on outstanding repair and calibration jobs that require your attention
• Print out calibration certificates in an instant – eliminating the need to search manual filing systems
• Request Calibration Due Notification and Repair and Calibration Status updates by email
• Access advanced equipment management features (available to service agreement customers)
• Check what you want when you want it

Agilent Infoline Web Services Instant Access 24 Hours a Day

At Agilent, we understand your need to access service and support information quickly, at any time the need arises. We also understand the increasing use of the World Wide Web as a mode to facilitate this transfer of information. These complimentary Internet services provide registered customers with a secure web solution to access their company’s information and manage test equipment.

Agilent Infoline Web Service is available in the following language at www.agilent.com/find/service
• English
• French
• German
• Italian
• Japanese
• Korean
• Simplified Chinese
• Spanish
• Traditional Chinese

Status report for Your Company as of 15/11/2006

The following report contains a list of all instruments currently at Agilent for repair or calibration and those recently returned to you. It also shows instruments you have logged for service in the future.

- Red indicates that the unit requires your attention
- Yellow indicates that the estimated completion date of the unit has changed

If you cannot find the instrument you are looking for, please try Service status (single unit). If you still cannot find your unit, please contact your instrument service center.

Contact Everyone  |  Go  |  All sites  |  Search for  |  

Display printable version  |  Export to Excel

| Manufacturer | Model No. | Serial No. | Asset No. | Job Type | Status | Agilent service 
|order | Agilent service 
|request |
| --- | --- | --- | --- | --- | --- | --- |
| AGILENT | 84451A | 3081371444 | T120868 | Agilent Cal | Logged on 28/09/2006, unit must arrive on 29/10/2006 | 1-474427118-1 |
| AGILENT | 84481A | 3082405141 | T16017 | Agilent Cal | Logged on 29/09/2006, unit must arrive on 29/10/2006 | 1-474657564-1 |
| AGILENT | 84481A | 3082405141 | T16017 | Agilent Cal | Logged on 29/09/2006, unit must arrive on 29/10/2006 | 1-474657564-1 |
| AGILENT | 84481A | 3082405141 | T16017 | Agilent Cal | Logged on 29/09/2006, unit must arrive on 29/10/2006 | 1-474657564-1 |
| AGILENT | 84481A | 3082405141 | T16017 | Agilent Cal | Logged on 29/09/2006, unit must arrive on 29/10/2006 | 1-474657564-1 |

English URL www.agilent.com/find/products
**Engineering Services**

**Services that Complement the Utilization of your Equipment**

- Get up and running quickly
- Optimize your equipment performance and utilization
- Maintain your competitive edge
- Expert coaching to enhance your application

As a technical professional you understand that having the right information at the right time can pay for itself many times over. Agilent offers a flexible range of engineering services specifically designed to help you optimize the use of your Agilent equipment. We can help you get started with your new instrument and provide continued assistance with the optimization of your existing instruments, or provide specific training based on your specialized requirements. These services can be provided in a variety of ways: face to face, at your site, remote (via phone and web collaboration), or self guided tutorial.

<table>
<thead>
<tr>
<th>Product Services</th>
<th>Education and Training</th>
<th>Application Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides continued engineering support for best optimization of your instrument</td>
<td>Increases product expertise and keeps you abreast of emerging technologies</td>
<td>Combines your knowledge with our expertise to enable you to meet your application goals</td>
</tr>
</tbody>
</table>

**Application Engineering Services**

Our Engineering Services are for customers who are under constant and growing pressure to reduce time to market, time to volume and manufacturing cycle time and to improve profit margins. Agilent offers a spectrum of services that are adaptable to widely varying customer environments and situations.

**Types of Services Available:**

- Start-up assistance to help you use your equipment quickly and effectively
- Application development and implementation
- Assistance with building a test system
- Interfacing instruments and workstations
- Software design and development
- Setting up, installing and initializing new systems
- Customizing measurement systems for your environment
- System and test-code optimization
- Specialized measurement lab kits

To learn more about Agilent’s engineering services, go to: [www.agilent.com/find/products](http://www.agilent.com/find/products)

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**Education and Training**

Education is an investment in people: well-trained engineers solve problems more effectively and efficiently, ultimately making them more successful in their jobs. Agilent courses are designed for managers, engineers, and technicians who need to keep abreast of the latest technologies, techniques, and product developments. To best meet your needs and maximize the benefit of your education and training investment, Agilent offers several education options.

**Dedicated and Customized Courses**

With Agilent’s dedicated training, we bring our courses to your site and train your staff using your hardware or ours. This alternative can be very cost effective if you have multiple students requiring the same training, because it eliminates travel time and expense. Additionally, dedicated courses allow for private discussion to address your company-specific questions.

**Customized Curricula**

Choose from our catalog of courses and define a curriculum that will meet your company’s needs. Focus on your core competencies and allow Agilent to teach your engineers. Whether it’s a refresher in existing technology, training for new hires or a combination of both we have defined and delivered curriculums to meet your specific business needs.

To learn more about Agilent’s education services, go to: [www.agilent.com/find/training](http://www.agilent.com/find/training)
Answer your questions about Agilent Equipment quickly with Agilent Online Technical Support

- Quick Access to test experts who are the most knowledgeable about Agilent Test Equipment
- Scheduled service delivered remotely for more complex application questions

Education and Consulting Services

Online Technical Support

These services provide you assistance with:
- Troubleshooting (determine if there is a hardware or usage problem)
- Documentation (locate where the information you need is documented)
- Parts and accessories identification
- Basic instrument operation
- Functional support (how to use the features and functions)
- Measurement and application support
- Installation of software and firmware updates

For more complex applications you can schedule time with an expert to provide product and application engineering, application support through the convenience of internet based delivery. Our Remote Scheduled Productivity Assistance is a for pay service to help you answer those application specific questions that go beyond basic product operation. Review testing results, learn how to optimize a measurement or validate a procedure with your device under test through the convenience of the internet.

On Line Technical Support is for Agilent instrument users who need answers fast. Whether you need to talk live with an expert who is the most knowledgeable about the operation and use of your test equipment, or simply a quick pointer to the specific information you need on the web, you’ll find high value in Agilent’s Technical Support.

As part of our warranty Agilent delivers Technical Support via phone, web, fax, or e-mail to get you running quickly and successfully with your electronic test equipment.
Contact Agilent

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For more information on Agilent Technologies products, applications or services, please contact your local Agilent office. The complete listing is available at: www.agilent.com/find/contactus

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• What’s New (including education/training and consulting services, firmware/software upgrades, and warranty, calibration and repair)

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Agilent is proud to participate in the Better Business Bureau On-line Privacy Program, and we adhere to all of the program’s standards.

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• Find information about trade-in and leasing
• Information on recommended replacements for discontinued products

Get more done with less
• Technical support, self-help resources, manuals, drivers, application notes, parts, repair and calibration
• Training courses, seminar schedules, tutorials

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