

## Compliance, Maintenance, and Repair Services for Agilent HPLC, UHPLC, and GC Systems

### COST-EFFICIENT, HIGH QUALITY SERVICES FOR WATERS AND AGILENT SYSTEMS

Waters™ offers a complete suite of services for a select list<sup>1</sup> of Agilent HPLC, UHPLC, and GC systems controlled by Empower™ Software.

These services for both your Waters and Agilent systems ensure you have access to:

- Faster, more robust instrument qualification.
- Automated qualification of Empower Software.
- Best-in-class, expert technical knowledge for quick resolution of system issues.
- Remote, proactive support to maximize instrument availability and minimize downtime costs.

Offering you the opportunity to:


- Consolidate compliance and repair services for your Waters and Agilent systems with a single service provider.
- Benefit from the fixed cost of ownership for your business critical instruments.
- Eliminate the administrative costs of processing future multiple purchase orders.

### SERVICE WHEN YOU NEED IT<sup>2</sup>

- **Access to Waters Certified Field Service Specialists.**
- **Remote technical support** – Unlimited, on-demand hardware service visits restore your systems to operating condition and minimize downtime. Coverage includes travel, labor, and parts.
- **Remote technical support** – No phone calls needed. When you need service just use iRequest™, Waters online service request tool, and instantly receive trackable e-confirmation of your request.
- **Hardware and software telephone support** – Technical support for both hardware and Empower Software.
- **Annual on-site maintenance** – A scheduled maintenance visit is included to keep your systems operating at peak performance.

<sup>1</sup>Contact Waters for additional information.

<sup>2</sup>Coverage varies depending on the options selected.

 Demonstrating fit-for-purpose is best established through the qualification of systems and software together.



### SAVE WITH A CONVENIENT, SINGLE SERVICE PROVIDER

Waters offers you a single, convenient point of contact for the maintenance, repair, and qualification of both your Waters and Agilent systems. This eliminates the need for multiple services visits and reduces service administration costs to save you money.

### ENSURE FULL REGULATORY COMPLIANCE

Leverage the power of your Empower Software for cost-effective, full regulatory compliance of your Agilent LC and GC systems. Add Waters Compliance Services to your support plan to achieve and maintain the regulatory compliance of your instruments and software.

### INCREASE SUPPORT QUALITY WITH THE WATERS SERVICE TEAM

Waters Certified Field Service Specialists are the most knowledgeable, trained, and experienced service technicians in the industry. They are supported by dedicated teams of in-house experts and senior application scientists who help them address any system challenge.

For more information, contact your local Waters services representative or visit [www.waters.com/services](http://www.waters.com/services).

To request a quote, go to [www.waters.com/squote](http://www.waters.com/squote).

### WATERS GLOBAL SERVICES

#### Delivering world renowned services and support

Waters Service and Support offerings are tailored to optimize your laboratory productivity while addressing your budget realities. Our offerings help maintain system peak performance, minimize down time, address scientific application challenges, and support stringent compliance requirements. As your services and support provider, we are committed to the success of your laboratory and business.

Waters quality support and consultative services ensure your success wherever your laboratory is located in the world.



Waters has consecutively earned the ACE Award since 2001 for providing best-in-class technical knowledge, issue resolution, and process support.

# Waters

THE SCIENCE OF WHAT'S POSSIBLE.™

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Waters Corporation  
34 Maple Street  
Milford, MA 01757 U.S.A.  
T: 1 508 478 2000  
F: 1 508 872 1990  
[www.waters.com](http://www.waters.com)