



Agilent Technologies

Agilent Technologies, Inc.
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City of Columbus,

Dear Angela Farrington,

Agilent Technologies chemical analysis and life sciences instruments are highly technical and very sensitive. Because of their unique technical nature, we recommend that the repair, maintenance and calibration services be performed by Agilent; an ISO9000-certified source for factory authorized service. Service performed by parties other than an Agilent Authorized Support Provider could invalidate Agilent warranties and the terms of the contract proposal. While Agilent Technologies, Inc. cannot submit that it is the only vendor who can supply repair and maintenance services, we can make sole source claims on the following:

- Agilent is the sole source for factory-recommended replacement parts
- Agilent is the sole source provider of Agilent's Proprietary software updates
- Agilent is the sole source provider of Agilent Factory Authorized training for Agilent Factory Authorized service representatives
- Agilent is sole source for proprietary factory recommended upgrades and service notes
- Agilent is the sole source contact for factory authorized escalation services to resolve difficult problems. This includes escalation to Agilent's factory for expertise and possibly include replacement of an instrument, if deemed necessary by Agilent

In addition, here is a list of features that is provided as part of Agilent's service contract offering:

- #1 Hardware support in the industry
- Independent survey ranked Agilent #1 for compliance services
- Consistent global support products and delivery
- Local field representatives in all major metropolitan areas
- Assigned Account Customer Engineer & Backup Customer Engineer
- Quality measures for timely response, first visit repair, and customer satisfaction
- Remote Phone Support from Factory Trained Engineer
- Local parts inventory with 24-hour hotline ordering capability
- Call Center support
- Software telephone support from Factory Trained Engineers
- Software Update service
- Field Repair Center for Autosamplers, Integrators, A/D modules, and MSD source cleanings
- Factory authorized preventive maintenance procedures
- Database management to ensure routine maintenance and compliance service is completed on time

Sincerely,
Agilent Technologies
Life Sciences Chemical Analysis