



NORTH AMERICAN FIELD REPAIR CENTER

IMPORTANT INFORMATION

Dear Agilent Technologies Customer:

Please read the attached documents, fill in the appropriate information and fax three sheets to (302) 993-5975. The forms to be faxed are labeled as Sheet 3, 4, and 5 on the lower right corner of the form. It is very important that you include the completed Health and Safety Declaration Form. No work can be started on your unit until we receive a completed copy of this form. If you have any questions, please give us a call at (302) 993-5330.

NOTE: IF THIS IS AN INSTRUMENT EXCHANGE, YOUR DEFECTIVE UNIT MUST BE RETURNED WITHIN FIVE (5) BUSINESS DAYS TO AVOID ADDITIONAL CHARGES

Thank you.

North American Field Repair Center
Life Sciences & Chemical Analysis

Thank you for giving Agilent Technologies the opportunity to service your instrument. Listed below are the services offered by the North American Field Repair Center. Please call 1-800-227-9770 to open a Service Request.

EQUIPMENT	EXCHANGE ⁵ PRICE ¹	RETURN TO AGILENT REPAIR ²		
		PRICE ¹	IN-HOUSE	LOANER ⁶
3395B/96C/97A Integrator	\$1,948.04	\$882.07	5 business days	\$310.00
35900E AD	\$1,948.04	\$882.07	5 business days	N/A
18596CM Tray	\$1,948.04	\$882.07	5 business days	\$310.00
G1513A Injector	\$1,948.04	\$882.07	5 business days	\$310.00
G1512A Controller	\$1,948.04	\$882.07	5 business days	\$310.00
G2613A Injector	\$1,948.04	\$882.07	5 business days	\$310.00
G2614A Tray	\$1,948.04	\$882.07	5 business days	\$310.00
G2880A Injector	\$2,338.55	\$1,176.00	5 business days	N/A
G2912A Controller	\$1,498.50	\$882.07	5 business days	N/A
G2913A Injector	\$1,948.04	\$882.07	5 business days	\$310.00
G2916A Tray for 5890	\$1,498.50	\$882.07	5 business days	N/A
G2630B 6850GC	N/A	Time & Materials	7-10 business days	N/A
G1310A LC Isocratic Pump	\$3118.06 ⁴	\$1,411.98	7-10 business days	N/A
G1311A LC Quaternary Pump	\$3896.09 ⁴	\$1,765.26	7-10 business days	N/A
G1312A LC Binary Pump	\$3896.09 ⁴	\$1,765.26	7-10 business days	N/A
G1312B LC Binary Pump	\$2996.99 ⁴	N/A	N/A	N/A
G1313A LC Autosampler	\$3118.06 ⁴	\$1,411.98	7-10 business days	N/A
G1329A LC Therm Autosampler	\$2563.61 ⁴	\$1,361.35	7-10 business days	N/A
G1367A/B/C LC Well-plate Sampler	\$3668.85 ⁴	N/A	N/A	N/A
G1314A/B LC Variable Wavelength Det.	\$3118.06 ⁴	\$1,411.98	7-10 business days	N/A
G1315A LC Diode Array Detector	\$3896.09 ⁴	\$1,765.26	7-10 business days	N/A
G1315B LC Diode Array Detector	\$3118.06 ⁴	\$1,411.98	7-10 business days	N/A
G1315C/D LC Diode Array Detector	\$3118.06 ⁴	N/A	N/A	N/A
G1321A LC Fluorescence Detector	\$3896.09 ⁴	N/A	N/A	N/A
G1362A LC Refractive Index Detector	\$3896.09 ⁴	N/A	N/A	N/A
G1365B LC Multiple Wavelength Detector	\$3118.06 ⁴	\$1,765.26	N/A	N/A
G1322A, G1379A/B LC Degasser	\$3118.06 ⁴	\$1,411.98	7-10 business days	N/A
G1316A/B LC Column Compartment	\$2398.51 ⁴	\$1,411.98	7-10 business days	N/A
G1330A LC Thermostat	\$2338.55 ⁴	N/A	N/A	N/A
G1330B LC Thermostat	\$1948.04 ⁴	N/A	N/A	N/A
G2938A/B/C Bioanalyzer	\$5358.24 ⁴	N/A	N/A	N/A
G2939A Electrophoresis Bioanalyzer	\$3596.62 ⁴	N/A	N/A	N/A
Mk3000P/Mk3005P QPCR	\$4070.00 ⁴	\$3,875.00	7-10 business days	\$1,500.00
G4691AA/SS420x Instrument Interface	\$2000.00 ⁴	N/A	N/A	N/A
G4696AA/97AA/SS120C Chrom Generator	\$1500.00 ⁴	N/A	N/A	N/A
G1979A Multi-Signal Output Accessory	N/A	Time & Materials	7-10 business days	N/A
G3100A OffGel Fractionator	\$2996.99 ⁴	N/A	N/A	N/A
G1888A, G1289A/90A Headspace	N/A	Time & Materials	10+ business days	N/A
5973/75 MS Ion Source Cleaning ³	N/A	\$720.00	3-5 business days	N/A
5973/75 MS Analyzer	N/A	Time & Materials	3-5 business days	N/A
3394A & Later Integrator PV	N/A	\$400.00	5 business days	N/A
Micro GC	N/A	Time & Materials	7-10 business days	N/A
G2807A Micro GC Module	\$4870.40 ⁷	Time & Materials	7-10 business days	N/A
255 NCD/355 SCD Chemiluminescence Det	N/A	Time & Materials	12-14 business days	N/A
LTM/RVM Module	N/A	\$633.00	7-10 business days	N/A
ECD Disposal	N/A	\$250.00	N/A	N/A
ECD Transfer	N/A	\$75.00	N/A	N/A
ECD Replacement	\$2,110.00	N/A	N/A	N/A
GC Certified Reconditioning - H2607A	N/A	\$6,000.00	7-10 business days	N/A
LC Certified Reconditioning - H2607A	N/A	\$10,000.00	7-10 business days	N/A
Evaluation Only	N/A	\$230.00 per hour	N/A	N/A

¹ Pricing as of August 1, 2009 in U.S. dollars. Prices are subject to change without notice.

² Out of support instruments are repaired on a “best effort” basis. Not all products can be repaired.

³ Agilent Technologies performs a cleaning and testing of the customer’s ion source and returns the same source to the customer.

⁴ For these products, next day delivery is for US Exchanges only. Canadian customers requesting an exchange may experience additional delays.

⁵ Exchange Terms: Customer-owned defective equipment must be returned to Agilent’s North American Field Repair Center (NAFRC) within five (5) business days of receipt of the Exchange Equipment. If the Customer fails to meet this deadline, Agilent reserves the right to find the “Customer in Default” as outlined below.

Agilent will not be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract, tort, or any other legal theory, arising out of Customer's use of the equipment.

⁶ Loaners are available for the time period while customer’s unit is being repaired. Cost covers Federal Express Priority 1 shipping and handling. Loaner Terms: Customer may not move any Agilent-owned equipment from the location specified without prior written consent of Agilent. Customer’s right to use this equipment is non-transferable. Customer will bear all risk of loss with respect to the Agilent-owned equipment from receipt until this equipment is returned to Agilent.

Customer-owned equipment must be returned to Agilent’s North American Field Repair Center (NAFRC) within five (5) business days of receipt of the Agilent-owned Loaner. The Customer will be held responsible for the return of the Agilent Loaner Equipment in good operating condition within five (5) business days from receipt of the Customer-owned repaired equipment. If the Customer fails to meet either of these two deadlines, Agilent reserves the right to find the “Customer in Default” as outlined below.

Agilent will not be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract, tort, or any other legal theory, arising out of Customer's use of the equipment.

⁷ Delivery in 2 to 3 business days.

Customer in Default: If the Agilent Loaner or Customer’s Defective Exchange Equipment is not returned to the NAFRC per the above-specified conditions, the Customer will be charged for the full replacement value of new equipment as specified in “Price and Payment” below. The governing terms and conditions of the purchase will be Agilent Terms and Conditions of Sale and Service, Exhibit E16, Revision 11, dated 15-Aug-2003. A copy of these terms is available upon request. If Customer has an established Purchase Agreement with Agilent, the terms and conditions of the Purchase Agreement will be used in lieu of the Exhibit E16 to govern the purchase.

Price and Payment: If Customer is found in default, customer agrees to pay Agilent the full replacement value of new equipment of like kind and model. Payment is due Net 30 days from Agilent’s invoice date. Payment terms are subject to Agilent credit approval.

This agreement will be governed in all respects by the laws of the State of Delaware without reference to any choice of laws provision. The NAFRC will not send any Agilent-owned loaner or exchange equipment to the Customer without first receiving a completed and signed copy of this agreement. By signing below the Customer declares that he/she is authorized to commit his/her organization to this agreement and that he/she has read and agrees to the terms.

Agilent’s Service Request Number: _____

Company Name: _____

Shipping Address: _____

Contact Name: _____

Contact Phone number: _____

Contact Signature: _____

Please fax all forms as early as possible to ensure same day shipping. We do our best to process all orders on the same day if the forms are received no later than 4:00 p.m. EST. Fax to (302) 993-5975.



NORTH AMERICAN FIELD REPAIR CENTER REPAIR INFORMATION FORM

Please fill out this page and fax with other forms of this document. This information will facilitate and expedite the repair of your equipment.

WHAT SERVICE ARE YOU REQUESTING?

Please check the applicable option. This must be complete for order processing.

- Repair with Loaner** (see sheet 2 for loaner availability)
- Repair only**
- Instrument Exchange**

HOW WILL THE REPAIR BE PAID FOR?

Please check the applicable option. This must be complete for order processing.

- Warranty** (one year from original purchase date)
- Support Agreement**
- Purchase Order** (include Purchase Order no.): _____
- Credit Card** (Please call (302) 993-5330 with Credit Card information)

Authorized Signature _____ Phone: _____ E-mail: _____

Accounts Payable address (Required for Purchase Order or Credit Card customers only):

Do not ship accessories that are not required to complete the repair!

(power cords, manuals, cables, mounting brackets, syringes, tray quadrants, LAN cards etc.)

WHAT SEEMS TO BE WRONG?

Be sure that you have followed the troubleshooting and test procedures described in the manual. Enclose any printouts that help to show the failure.

1. Describe how the failure appears _____

2. Is it intermittent ____ or constant ____?

3. Did you call 1-800-227-9770 for your service request? If so, what is your reference number? _____

Please ship to: North American Field Repair Center
Agilent Technologies, Inc.
2850 Centerville Road
Wilmington, DE 19808
Phone (302) 993-5330
Fax (302) 993-5975



HEALTH AND SAFETY DECLARATION FOR RETURN OF AGILENT TECHNOLOGIES EQUIPMENT

To protect our employees from exposure to various hazards, equipment must be decontaminated prior to returning it to Agilent Technologies, Inc. Costs for further necessary decontamination by Agilent Technologies, Inc. may be passed on to the customer. Please answer the following to the best of your ability. This document **MUST** be filled out for work to begin on your unit. Fax this page with supporting information to (302) 993-5975.

If you are returning an instrument or part, record the model/part number and serial number as appropriate.

Model/Part No. _____ Serial No. _____

Have any of the following been used in the instrument being returned?

Please circle **YES** or **NO** for each.

- YES NO** Blood, body fluids (e.g. urine, secretions), pathological specimens.
- YES NO** Infectious substances or other bio-agents (e.g. protein, enzymes, antibodies).
- YES NO** Regulated medical wastes.
- YES NO** Radioactive isotopes are used in the area. Detail the type (ECD, isotopic labels, etc.) and activity level in micro Curies. _____
- YES NO** Chemicals or substances that are hazardous to health.
- YES NO** Biodegradable material that could become hazardous.
- YES NO** Other hazards: _____

If you circled YES to any of the above:

1. Specifically describe where (on or in) the instrument/part there might be any residual contamination (for example, blood spill on the top surface). _____
2. Provide details of these hazards. Include names, material safety data sheets (MSDS), and concentration of contaminants, where possible.

3. Describe your method of decontamination. Attach procedure.

I declare that the above information is true and complete to the best of my knowledge and belief.

Authorized signature _____ Date: _____

Name (printed) _____ Phone Number: _____

Company Name: _____ Fax Number: _____

Shipping Address: _____

City: _____ State: _____ Zip: _____

Shipment of this equipment may fall under federal regulations, including but not limited to 49CFR and IATA. All applicable regulations should be followed when returning this equipment.