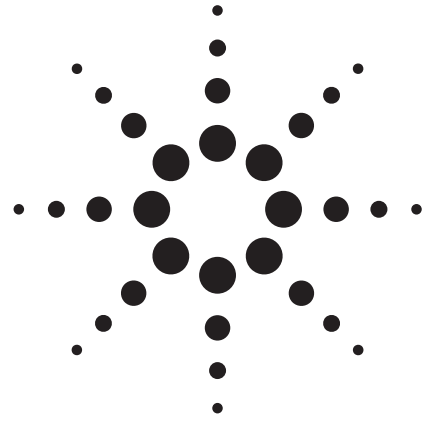


Agilent Calibration Services

Summary

We are pleased to introduce **Agilent Calibration** - a re-energized suite of calibration services designed to offer equipment owners a new modular structure for the highest quality calibration services available worldwide.

This modular approach to calibration provides a flexible, more affordable service offering. Calibration and adjustments have been unbundled and can be ordered and paid for separately.



The Agilent Calibration Services

There are now three options to choose from:

- **Fast-track** – our lowest price service, designed to optimize turnaround time
- **Selective** – our most flexible service, designed to offer equipment owners more control of the calibration process
- **Inclusive** – our traditional, full-service calibration

Although our approach to calibration has changed, our level of quality and service has not. Be assured that you will continue to receive the most comprehensive calibration available, using expert technicians and the latest in automated calibration technology. As always, our calibration services are available worldwide, and offered for Agilent equipment as well as for equipment from other vendors.

Agilent Calibration, with adjustments unbundled, is available in two forms: **Fast-track**, a streamlined process in which the approval to perform and charge for adjustments if they are necessary is pre-arranged, and **Selective**, a process that allows you to choose on a case-by-case basis whether you want an instrument adjusted.

For those who would prefer to stay with the previous system in which adjustments are included in the base price, we have retained that service - now called **Inclusive** Calibration.

In all cases, the set of tests performed provides the assurance of a thorough calibration to full manufacturer's specifications.

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Fast-track Services

Fast-track – At the time of the service request, you will determine how you want Agilent to handle instruments found to be out of specification by selecting one of the following options*:

- **No-Adjust Calibration** – Instruments will not be adjusted. They will be returned with full 'as-received' data reports.
- **Calibration with 'Adjust'** – Instruments found to be out-of-specification will be adjusted and returned to you in specification, with a data report showing the performance of the instrument as it was returned.
- **Calibration with 'Adjust Plus'** – Instruments found to be out-of-specification will be adjusted and returned to you in specification, with two data reports - one showing the performance of the instrument as it was received, and the second showing the performance as it was returned.

Selective Service

Selective - If an instrument is found to be out of specification, you will be contacted to decide if you want Agilent to perform adjustments. If you choose not to have adjustments performed, we will return the instrument to you with the 'as-received' data report. If adjustments are performed, the following Adjustment option* will be added to the service charge:

- **'Adjust Plus'** – Instruments will be adjusted and returned to you in specification, with two data reports - one showing the performance of the instrument as it was received, and the second showing the performance as it was returned.

(*Includes Agilent Calibration Certificate, Label and Seals and full data report.)

Inclusive Calibration Services

Inclusive - Calibration services that include the adjustments in the base price.

- **Calibration Inclusive** – Instruments found to be out-of-specification will be adjusted and returned to you in specification with one data report. The report will show the performance of the instrument as it was returned. Includes Agilent Calibration Certificate, Label and Seals, and full data report.
- **Calibration Plus** - Instruments found to be out-of-specification will be adjusted and returned to you in specification with two data reports - one showing the performance of the instrument as it was received, and the second showing the performance as it was returned. Includes Agilent Calibration Certificate, Label and Seals, and full data report.
- **Z540 Calibration** - A calibration service that meets or exceeds Z540 standards. Similar delivery to 'Calibration Plus' service with the addition of ANSI/NCCL Z540 Compliant Calibration Certificate, Label and Seals, and Measurement Uncertainty/Test Accuracy Ratios Report.
- **17025 Calibration** - A calibration service that meets or exceeds ISO17025 standards. Similar delivery to 'Calibration Plus' service with the addition of ISO 17025 Compliant Calibration Certificate, Label and Seals, and a full Measurement Uncertainty report. Provides notification and adjustment of measurements within guardbands.
- **Accredited Calibration** - A complete set of calibration measurements for a specific instrument that are officially validated by an internationally recognized independent accrediting agency. Similar delivery to 'Calibration Plus' service with the addition of Accredited Calibration Certificate (including accrediting agency name and number), Label and Seals, and a full Measurement Uncertainty report. Provides notification and adjustment of measurements within guardbands.



Part of
The Agilent Fitness Program
to keep your equipment in peak condition



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