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Agilent Technologies, Inc. is the sole equipment manufacturer for all line items on attached Quote #**5801392** and is the ISO 9001-certified source for factory-authorized service, including installation and familiarization, for all Agilent hardware and software, parts, training, technical support, and at-your-site service and support procedures. Only Agilent service representatives are certified through current and ongoing factory training and hold factory authorization to perform service on Agilent equipment. Agilent does not certify, authorize, or warrant any individuals, third parties, or other equipment manufacturers outside Agilent's authorized service provider network to provide service or support for any Agilent product. Services performed by providers who are not Agilent factory-authorized could invalidate Agilent's warranties, and/or lead to irreparable damage, and/or cause safety hazards. Please be advised of that authorization. Please contact Agilent if there is a question related to a particular company's claim to be factory authorized or certified.

Below you will find items in support of Agilent's position as a sole source service provider for Agilent hardware and software products:

- Agilent is the sole source for factory-authorized service from factory-trained and -certified representatives. Only Agilent representatives and Agilent authorized service providers are able to attend factory training, including update trainings, and to receive ongoing service notes in order to remain certified and authorized. Further, only factory-authorized representatives are backed by Agilent's factory engineering and global product support infrastructure. Current, up-to-date factory training records are available on-demand from Agilent covering all specific Agilent instrument models listed on a bid or quotation.
- Any former Agilent employee forfeits factory authorization upon termination of Agilent employment.
- Agilent is the sole source of genuine component parts and replacement parts. And, Agilent's global service parts logistics network manages a \$30M+ inventory of parts with greater than 96% on-time service parts delivery performance.
- Agilent is the sole source for proprietary factory recommended software updates/upgrades, engineering upgrades, and maintenance procedures.
- Agilent is the exclusive provider of Agilent Remote Advisor, the only platform capable of accessing and monitoring built-in system intelligence from Agilent instruments to provide remote diagnostics and detailed operational reports.
- Agilent is the sole source of Agilent Enterprise Edition qualification procedures and the Agilent Compliance Engine software providing automated, metrology-based compliance testing, documentation and reporting.
- Agilent is the sole contact for escalation to Agilent's factory for engineering expertise and, if deemed necessary by Agilent, replacement of an entire instrument at no cost while covered by an Agilent service agreement through the Agilent Service Guarantee (available with CrossLab Bronze, Silver or Repair Service. PM Only agreements not included).

Sincerely,

A handwritten signature in black ink that reads "Lindsay Willett".

Agilent Technologies, Life Sciences Chemical Analysis