

TECHNICAL SERVICE

OUR RANGE OF TECHNICAL SERVICES: THE CORE ELEMENTS



PREVENTIVE MAINTENANCE

Scheduled maintenance to ensure longevity of your equipment and high-quality results. Maintenance is conducted according to manufacturer specifications and includes an inspection, cleaning, replacement of essential wear parts (if required by your product's maintenance protocol), etc.

REPAIR SERVICES

Swift on-site or in-house repairs by our experienced staff in case of unforeseen issues. Our goal is to maximize equipment uptime and ensure that you have the peace of mind knowing that your operations will run smoothly.

CALIBRATION

Depending on your equipment, regular calibration is needed to ensure accurate measurement results. We offer factory calibrations and – in selected territories – calibrations according to accreditation standards.

QUALIFICATION / VALIDATION SERVICES

Qualification and validation services that meet industry standards for regulated sectors, such as pharma. Among others, this includes Installation-, Operational- and Performance Qualification (IQ, OQ, PQ).

TRAINING & INSTALLATION

A variety of trainings are available to ensure that all your users know how to properly operate your products. We also offer on-site installation of your equipment incl. training in daily operations by our experienced team.

OUR SERVICE PLANS – COMPREHENSIVE SUPPORT TAILORED TO YOU

Obtaining technical support for your laboratory equipment should be as simple as possible. This is why we offer **two Service Plans** that are designed to suit the individual needs of your business. They build a **proactive support approach** into your schedule and your budget to ensure maximum performance and reliability of your equipment at predictable costs. By choosing one of our service plans, you gain access to a variety of benefits such as extended warranty or prioritized support.

HOW DO YOU BENEFIT?

- | Annual preventive maintenance

| Price stability for at least two years

| Extended warranty for your equipment
- | Reduced prices for parts, training, working hours, etc.

| Prioritized treatment

| Swift access to expert support

| SERVICE TYPE / DESCRIPTION | | BASIC | ADVANCED |
|--|---------------------------------------|-----------|-----------|
| Annual preventive maintenance visit ¹ | | ● | ○ |
| Additional preventive maintenance visits | | Optional | Optional |
| Discounts | Parts | 7.5% | 15% |
| | Wear parts for preventive maintenance | | |
| | Spare parts | | |
| | Services | | |
| | Hourly rates for repairs | | |
| | Training | | |
| | Qualification / validation services | | |
| Warranty period ² | | 24 months | 36 months |
| First reaction response target ³ | | – | ○ |
| Prioritized treatment | | – | ○ |
| Software updates during preventive maintenance visit | | ● | ○ |
| Remote technical support | | ● | ○ |
| User & application support | | ● | ○ |

¹ Scope of services provided during visit according to maintenance protocol, certified reference material included (if applicable)

² If service plan is signed within 12 months of instrument purchase

³ Differs among territories



SCAN THE QR CODE

To receive a quote for your selected service plan or connect to our service teams.

