Biochrom Ltd
Certificate No. 890333

2012

TRAINING COURSES

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BIOCHROM SUPPORT TEAM

SALES AND MARKETING DIRECTOR: **Jo Butlin**
Responsible for sales, marketing and support of Biochrom products worldwide

Direct phone: +44 (0)1223 427811
E-mail: jo.butlin @biochrom.co.uk

CUSTOMER SUPPORT MANAGER **Louise Stonebridge**
Responsible for all aspects of service and customer support.

Direct phone: +44 (0)1223 427833
E-mail: louise.stonebridge@biochrom.co.uk

TECHNICAL SUPPORT MANAGER Spectrophotometry: **Guy Annett**
Responsible for training, service documentation, field support, technical support.

Direct phone: +44 (0)1223 427826
E-mail: guy.annett@biochrom.co.uk

TECHNICAL SUPPORT ENGINEER Microplate Readers & Washers: **Reece Gale**
Responsible for training, service documentation, field support, technical support.

Direct phone: +44 (0)1223 427862
E-mail: reece.gale@biochrom.co.uk

TECHNICAL SUPPORT MANAGER AAA: **Malcolm Jones**
Responsible for AAA training, service documentation, field support, technical support.

Direct phone: +44 (0)1223 427823
E-mail: malcolm.jones@biochrom.co.uk

APPLICATIONS LABORATORY MANAGER: **Jean Philippe Veyssier**
Responsible for AAA User training and pre and post sales applications support for AAA products.

Direct Phone: +44(0)1223 427815
E-mail: jean-philippe.veyssier@biochrom.co.uk

E-MAIL SUPPORT:
For all support enquiries please contact us at the e-mail address listed below:
support@biochrom.co.uk **(for instrument support, service and applications)**

SUPPORT HOTLINE +44 (0)1223 427890

TRAINING AND SUPPORT INFORMATION

INTRODUCTION

During 2012, we will be offering user training courses, service training courses and product specialist training courses for our Amino Acid Analysers and individual service training courses for our different ranges of spectrophotometers.

This document is designed to provide all the information you may require on the various courses.

Biochrom takes training very seriously and it is our aim to ensure a high level of customer satisfaction through excellent post sales support.

Our service engineer training courses are free of charge for all instruments which are still within their support period.

REGIONAL TRAINING

The Instrument Support Team will be happy to provide regional (local) training if required, as this may be more cost effective for organisations with large service operations. Please contact us for more details

NEW PRODUCT TRAINING

New product introduction training will also be available free of charge.

ULTROSPEC, NOVASPEC GENEQUANT AND NANOVUE SPECTROPHOTOMETERS

Service Training

These 5 day service training courses cover basic theory and an introduction to the instruments within the support period (GeneQuant curvy, GeneQuant pro curvy, Ultrpspec500/1100pro) and the current product range (GeneQuant 100, GeneQuant 1300, NanoVue, the Novaspec III and Novaspec Plus and the Ultrospecs 2100*pro*, 3100*pro*, 3300*pro* PTR, 4300*pro* PTR, 5300pro and 6300pro). New instruments will be added as they become available (Ultrospec 7000/8000/9000).

The Calibration Software and NPL-traceable Filter Kit 80-2116-67 for UV/Vis instruments and the Calibration Filter Kit for the GeneQuant*pro* 80-2109-88 are available as optional extras to delegates attending either course. The filter kits allow you to test the calibration of all of our spectrophotometers or the GeneQuant*pro* and print out a certificate of the test results for audit purposes .

It is advisable that you purchase the filter kits prior to the training if you do not already have them. Many of the instruments use an RS-232 connention.If you have an RS-232 to USB converter for your laptop, please bring this with you also.

The dates for these courses are as follows:

14th - 18th May (Instruments 14th -17th , 18th is IQ/OQ training)

19th -23rd November (Instruments 19th -22nd and 23rd November is IQ/OQ training)

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Note:
If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company

For pre-registration for 2012 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

LIBRA SPECTROPHOTOMETERS

Service Training

These courses cover all the Libra range of spectophotometers, accessories and software packages. One of the key aspects will be performance verification of the system following repair and filter kits are highly recommended. The filter kits allow you to test the calibration of all of our spectrophotometers and print out a certificate of the test results for audit purposes.

If you require a set of calibration filters then please advise when booking the training course.

The dates for these courses are as follows:

12th – 14th March

Many of the instruments use an RS-232 connention.If you have an RS-232 to USB converter for your laptop, please bring this with you also.

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Note:
If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company

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ASYS Plate Readers & Washers

Service Training

These courses cover all the ASYS range of Plate Readers & Washers, accessories and software packages.
One of the key aspects will be performance verification of the system following repair and filter plates are highly recommended. The filter plates allow you to test the calibration of all of our readers and print out a certificate of the test results for audit purposes.

If you require a set of calibration plates then please advise when booking the training course. Should you already have a set of calibration plates please bring them with you and we will recalibrate them while you are with us.

The dates for these courses are as follows:

26th - 27th March

15th - 16th October

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Note:
If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company

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Anthos Plate Readers & Washers

Service Training

These courses cover all the Anthos range of Plate Readers & Washers, accessories and software packages.
One of the key aspects will be performance verification of the system following repair and filter plates are highly recommended. The filter plates allow you to test the calibration of all of our readers and print out a certificate of the test results for audit purposes.

If you require a set of calibration plates then please advise when booking the training course. Should you already have a set of calibration plates please bring them with you and we will recalibrate them while you are with us.

The dates for these courses are as follows:

28th – 29th March

17th – 18th October

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Note:
If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company

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WPA SPECTROPHOTOMETERS

Service Training

These courses cover all the WPA range of spectophotometers, accessories and software packages. One of the key aspects will be performance verification of the system following repair and filter kits are highly recommended. The filter kits allow you to test the calibration of all of our spectrophotometers and print out a certificate of the test results for audit purposes.

If you require a set of calibration filters then please advise when booking the training course.

The dates for these courses are as follows:

15th – 16th March

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Note:
If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company

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AMINO ACID ANALYSERS

Service Training

Service training courses provide a total introduction to the Biochrom 30 and the Biochrom 30 Plus Amino Acid Analysers plus the EZChrom Elite software package.

Topics covered will include instrument operation, control software, basic EZChrom Elite and fault finding and repair. The fourth day of the course will be for Autosampler training

The dates for these courses are as follows:

12th – 15th March

22nd – 25th October

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Courses can also be arranged on different dates if required. Please contact us well in advance to organise an extra course.

Notes:
If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company

Courses will be cancelled if no delegates are registered three weeks before the course.

For pre-registration for 2012 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

PRODUCT SPECIALIST TRAINING

AMINO ACID ANALYSIS PRODUCT SPECIALIST TRAINING

This course will provide the product specialist with all information necessary to sell and support the AAA range. Course will be tailored depending on those attending.

The dates for these courses are as follows:

9th – 10th May

1st – 2nd November

For registration for 2012 Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, Biochrom Ltd.

AMINO ACID ANALYSER USER TRAINING

The user courses are aimed at analysts who use an amino acid analyser in their own workplace. Courses should be taken following installation and on-site training, or as an introduction to the system for new users.

The courses provide a theoretical introduction to amino acid analysis and daily operating and maintenance procedures. Chemical systems and sample preparation are discussed in detail as are the other parameters which affect the instrument's performance. Simple trouble-shooting and fault-finding exercises are also a valuable part of the course

Training on the system software and integration software is included and it is assumed that the analyst is competent working within the Windows environment. If this is not the case then it is recommended that the user attend a Windows training course before coming to Biochrom.

The duration of the course is 3 days in total starting at Monday lunchtime and finishing at Thursday lunchtime

Note: All delegates are advised to bring their own laboratory coats with them.

The dates for these courses are as follows:

5th – 8th March

11th –14th June

5th – 8th November

Three day course fee £1,100.00

These fees are per person, per course. This includes tuition, course material, and lunches.

The course fees do not include accommodation, breakfast or evening meals, travel from and to airport.

Travel from hotel to Biochrom Ltd and back is included.

Tailored Customer Training/Regional Training £600 per day + Expenses

For pre-registration for this course, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

IQOQ TRAINING for AUTHORISED SERVICE ENGINEERS

In order to carry out IQ/OQ on an instrument Service Engineers **must** have been trained and authorised by Biochrom. Engineers who have been trained will received a numbered certificate which must be recorded in the IQ/OQ documentation.
Under no circumstances will Biochrom issue certificates to engineers who have not received the correct training.

Spectrophotometry

The Spectrophotometers IQOQ course will last one day.

Fixed dates for these are indicated on the registration page at the end of this document.

AAA, Two day course fee £600 +VAT.

Spectrophotometer courses are free on the fixed dates. Dates outside this would be charged at £350 +VAT.

These fees are per person, per course. This includes tuition, course material and lunches.

In order to carry out an IQOQ procedure on the spectrophotometers, certified reference standards are required. These are not included in the course fees. Standards will be available for use during the course only. Each engineer must then obtain their own set of standards in order to carry out customer IQOQ validations. For more information on these please contact Biochrom support, support@biochrom.co.uk.

The course fees do not include accommodation, breakfast or evening meals, travel from and to airport.

Travel from hotel to Biochrom Ltd and back is included.

Should you require extra days or specific training, this will be charged at £300 + VAT per day.

Amino Acid Analysers

There are no fixed dates for the AAA IQOQ course as the requirement for this is small. Should you have a requirement for AAA IQ/OQ training we will arrange a specific course for you which will last two days and the fee for this course will be £600 + VAT

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TELEFAX/E-Mail

To: **Louise Stonebridge** **Company: Biochrom Ltd**

Fax No: **+ 44 (0)1223 420164** **phone: +44 (0)1223 427890**

E-Mail **support@biochrom.co.uk**

2012 Training Course Pre-Registration Form

Your details

Delegate Name:	
Company	
Telephone no	
e-mail address	

Course details
Please tick where appropriate:

Course	Dates			
Ultrospec Spectrophotometer Service	14th -18th May	☐	19th – 23rd November	☐
Libra Spectrophotometer Service	12th – 14th March	☐		☐
WPA Spectrophotometer Service	15th – 16th March	☐		☐
ASYS Plate Readers & Washers	26th – 27th March	☐	15th –16th October	☐
Anthos Plate Readers & Washers	28th – 29th Marchl	☐	17th –18th October	☐
Amino Acid Analyser Service	12th – 15th March	☐	22nd – 25th October	☐
Amino Acid Analyser User	5th – 8th March	☐	11th – 14th June	☐
	5th – 8th November	☐		
Amino Acid Analyser Product Specialist	8th – 9th May	☐	1st – 2nd November	☐
IQOQ Libra	14th March	☐		☐
IQOQ Ultrospec	19th May	☐	23rd November	☐

Comments
Please enter any additional comments or questions here

e.g. other attendee's details