

# AMINO ACID ANALYSERS SERVICE

Comprehensive Service and Maintenance for  
Biochrom Amino Acid Analysers



Spares & Spare Parts  
Swap Out Repair  
Software Updates

PC System Support  
Remote Support  
Bronze, Silver, Gold  
& Platinum Plans



# AMINO ACID ANALYSERS SERVICE

## Comprehensive Service and Maintenance for the Biochrom Amino Acid Analysers



**At Biochrom, we understand the importance of your Amino Acid Analyser within your lab and therefore the importance of providing first class customer service.** Our experienced technical support and service teams are dedicated to providing outstanding support to our most valued customers. Whether you need training, service or advice, we are here to help.

### AAA SERVICE CONTRACTS

Biochrom offers a range of service options for your Amino Acid Analyser.

As the manufacturer, taking out your support contract with Biochrom offers a number of unique benefits:

- Full stock of all spares for immediate repair resulting in minimal downtime
- Swap out repair on autosamplers and columns also resulting in minimum downtime
- Up to date essential technical and troubleshooting knowledge
- In depth applications knowledge
- Free BioSys software updates
- In depth knowledge of BioSys, Alias Manager, and OpenLab software
- PC system support (when supplied by Biochrom)
- Remote (Team Viewer) Open Lab support for the acquisition, processing and reporting (simple reports) of data.

The SILVER, GOLD, and PLATINUM Maintenance Contracts are our most comprehensive support coverage for labs requiring high sample throughput and maximum uptime. They include pre-arranged visits to perform full system service of the instrument with subsequent test of chromatography and all parts and labour costs (excluding consumables). Gold and Platinum customers receive a priority response in case of breakdowns and technical support requests.

Platinum customers receive one free column repack per year. Silver, Gold, and Platinum receive a 10% discount on chemicals and consumables. All contracts include additional support for method optimization and one free training course.

For labs seeking a balance between essential support and cost, we also offer a single Preventative Maintenance Visit.



## SERVICE PLANS SUMMARY TABLE

BIOCHROM AAA SERVICE PLANS	Bronze (PM Visit)	Silver Plan	Gold Plan	Platinum Plan
Part number	80-2116-06	80-6001-18	80-2116-07	80-6000-08
Two preventative maintenance visits per year	N/A	N/A	•	•
One preventative maintenance visit per year	•	•	N/A	N/A
Standard parts included (excl. vials, lamps & autosampler needles)**	Parts of the PM kit only	•	•	N/A
All travel and labour included	Limited to the PM visit	•	•	•
Unlimited Breakdown visits		•	•	•
Fast swap out replacement for autosampler breakdown		•	•	•
10% discount on chemicals & consumables		•	•	•
Priority response on call outs within 48h*			•	•
Priority technical support phone response				•
All parts included (excl. vials)**				•
One column cleaning per year included				•
One user training course place per year included				•

\* Standard working days (Monday to Friday)

\*\* Includes PC if supplied by Biochrom. PCs older than 5 years are not supported.



“ Our two Biochrom Amino Acid Analysers have been completely reliable and we run them 24/7. We have always enjoyed close support from the service team in Cambridge who ensure that any down time is minimal. This is very important because we are often required to do urgent analysis. ”

Department of Clinical Biochemistry,  
St James's University Hospital, Leeds

## IQ/OQ

Biochrom has the validation products and expertise necessary to meet your lab compliance commitments. Whether you are moving labs or restarting your instrument after a long break, our fully trained engineers have the expertise to complete the process for you.

## Technical Support

Biochrom provides direct technical support by phone and e-mail through our technical support centers in the US and UK. The technical teams are here to help you with your questions on applications, software, maintenance and service. You can also find a lot of useful information in our FAQ resource online.

## Training

As part of our commitment to customer support, Biochrom runs regular user training programs for AAA customers.

For full details and available dates of our training courses; please contact our technical support team for further information.

## Extended Warranty

Our extended warranty options provide affordable protection against unscheduled instrument servicing costs. For details on these and to discuss your options, please contact the technical support team.

“ As a Biochrom customer for more than 10 years I would gladly recommend their service and technical support team. Services are always carried out as per schedules. Emails to the support team are usually replied to within a couple of hours. The engineers are always helpful and are extremely good at talking through troubleshooting. Every effort is made to get the instrument running again as soon as possible, as Biochrom appreciate the needs of a clinical laboratory. ”

Paediatric Biochemistry Service,  
Belfast Royal Victoria Hospital

## COMPANY PROFILE

Biochrom is a leading global manufacturer with more than 40 years of experience of designing and manufacturing the highest quality scientific instruments. Our instruments are trusted by scientists, doctors and technicians in hospitals and laboratories worldwide. Biochrom has long standing relationships as a valued OEM partner to many of the worlds' largest and most exciting scientific instrumentation companies.

Biochrom manufactures a dedicated amino acid analyzer, a broad range of UV-Vis spectrophotometers including the Biochrom Libra high performance spectrophotometers for clinical, analytical and industrial laboratories and Biochrom WPA colorimeters and spectrophotometers for education and life science laboratories. Biochrom also manufactures the Biochrom EZ Read range of microplate instrumentation, a comprehensive range of absorbance-based microplate readers and washers that are sold both into research labs as well as clinical environments.

Biochrom products are available worldwide through an extensive network of committed independent distributors, backed by Biochrom's deep commitment to quality design and manufacturing as well as exceptional customer support.



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