

Spectrophotometer Service Solutions

Comprehensive Service and Maintenance for Biochrom Spectrophotometers

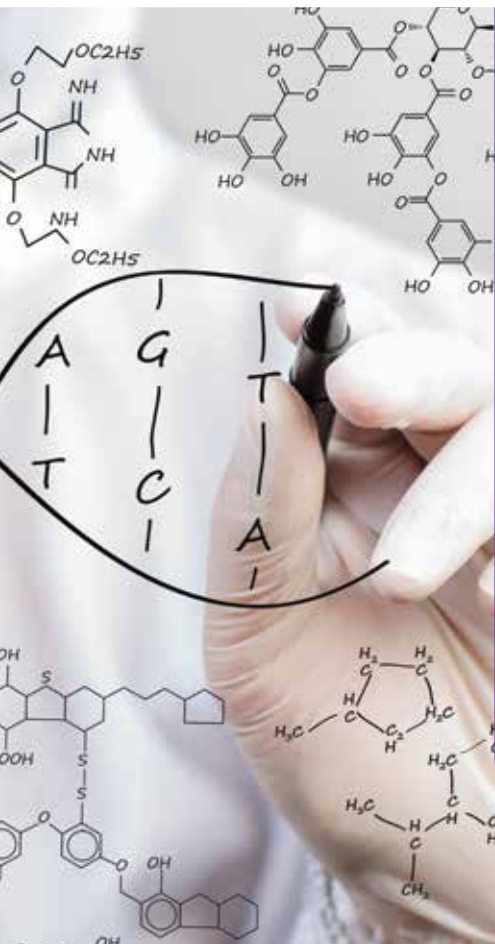


We understand the importance of your spectrophotometer within your lab and therefore the importance of providing first class customer service. Our experienced technical support and service teams are dedicated to providing outstanding support to our most valued customers. Whether you need training, service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



BIOCHROM MAINTENANCE CONTRACTS

Comprehensive Service and Maintenance for the Biochrom Spectrophotometers



BIOCHROM MAINTENANCE CONTRACTS

The Platinum and Gold 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 calibration reports. For labs seeking a balance between essential support and cost, we also offer Silver and Bronze Maintenance contracts.

In the event of a breakdown or technical support request, Platinum customers receive a priority response to get the lab up and running as quickly as possible. Platinum customers benefit from two preventative maintenance and breakdown visits that includes all parts and labour as well as consumables. Customers with Gold contracts receive two preventative maintenance and breakdown visits that includes all parts and labour, consumables are not included.

For labs seeking a balance between essential support and cost, we also offer Silver and Bronze Maintenance Contracts. Customers with Silver contracts receive one preventative maintenance and one breakdown visit. Bronze customers receives one preventative maintenance visit only.



Ultraspec 2100 Pro

SERVICE CONTRACTS

We offer a range of service options for your spectrophotometers. Having a maintenance contract directly with us provides a number of unique benefits:

- Availability of spares for immediate repair and minimal downtime
- Stock of obsolete and difficult to obtain spares for older models
- Up to date essential technical and troubleshooting knowledge
- Detailed applications knowledge
- Free software and firmware updates

ORDER INFORMATION

SERVICE MAINTENANCE CONTRACTS

INSTRUMENT	Platinum	Gold	Silver	Bronze
Ultrospec 9000 / 8000 / 7000 / 2100 Libra S22 / S50 / S60 / S70 / S80	80-5000-64S	80-5000-72S	80-5000-76S	80-5000-86S
NanoVue Plus, SimpliNano, BioDrop	80-5000-69S	80-5000-73S	80-5000-79S	80-5000-90S
GeneQuant 1300 / 100, Biowave DNA and II / II+ Lightwave II / II+	80-5000-70S	80-5000-74S	80-5000-80S	80-5000-92S
Novaspec Pro / III+, Libra S4+ / S6+ WPA S800+ / S1200+	80-5000-71S	80-5000-75S	80-5000-82S	80-5000-98S

IQ / OQ DOCUMENTATION

INSTRUMENTATION DOCUMENTATION	Catalog Number
GeneQuant 1300	80-2120-10
Libra S21 / S22	80-5000-19
Libra S50 / S60 / S70 / S80	80-4001-33
Ultrospec 2100 / 3100 / 3300 / 4300 / 5300 / 6300	80-2118-62
Ultrospec 7000 / 8000 / 9000	80-2120-28
NanoVue Plus	80-2140-46

IQ/OQ documentation does not include the engineer's time. A minimum of 2 days will be charged. IQ/OQ can only be performed by qualified service engineers and not by the end user.



Ultrospec 7000 / 8000 / 9000



Libra S4+ / S6+



BioDrop Duo



GeneQuant 100 / 1300



WPA Biowave / Lightwave

IQ/OQ INSTALLATION

As a full service provider, let Biochrom verify that your instrument and software are installed and operating to specification, helping you meet your regulatory requirements and giving you confidence in your day to day results.

Comprehensive IQ/OQ documentation and service support is available for our range of UV-Vis spectrophotometers, following approved European and US Pharmacopoeia guidelines for wavelength accuracy, wavelength repeatability, photometric accuracy, stray light, resolution, noise and drift.

We offer expert support from our trained service engineers, who are available to perform the IQ/OQ and validate your spectrophotometer using NIST (National Institute of Standards and Technology) traceable standards, allowing laboratories to demonstrate evidence of quality control according to ISO/IEC 17025.

Test procedures include:

- **IQ (Installation Qualification)** is a step by step procedure to ensure that the hardware and software are installed in a controlled manner, covering location, environment, PC set up and accessory connection
- **OQ (Operational Qualification)** validates that the hardware and software are functioning according to our specification once installed
- **PQ (Performance Qualification)** protocols and advice guides you through use and ongoing validation of your instrument
- **IQ/OQ validation** for our 21 CFR part 11 compliant PC software
- **European and US Pharmacopoeia guidance**
- **A robust log book** to store your instrument history through its life
- **Flexible test templates** referencing certified calibration standards

When to perform IQ/OQ:

- **First use**, during a new instrument installation
- **Re-validation** when you move or relocate your instrument
- **Changing your PC**
- **Adding any new accessories** to the instrument

Extended Warranties

Biochrom's extended warranty options are also available to provide protection against unscheduled instrument servicing costs.

Workshop and Calibration Repairs

Please contact our technical support center for more information on how to return your units for repairs.



“ Biochrom’s service was excellent. The service engineer worked on our Ultrospec 3300 pro and 6300 pro spectrophotometers. The engineer also provided very helpful advice regarding care and handling of our instrument. ”

Shire AG, Vienna, Austria



NanoVue Plus

SERVICE CONTRACT SELECTOR

SERVICES	Platinum	Gold	Silver	Bronze (PM visit only)
1 Preventive maintenance every 6 months	●	●		
1 Preventive maintenance every 12 months			●	●
Priority phone support	●	●	●	●
Technical support	●	●	●	●
Firmware updates [at time of PM]	●	●	●	●
Extended calibration [as found and as left calibration]	●	●	●	●
Labour & travel [PMs]	●	●	●	●
Corrective repairs	●	●	●*	
Spare parts included [corrective repairs]	●	●	●*	
Labour Included [corrective repairs]	●	●	●*	
Return shipping included	●	●	●	
Priority service [corrective repairs]	●	●		
Loaner unit when required	●	●		
Priority service [routine PM and/or calibration]	●	●		
Spare parts included [consumable repairs]	●			

*One breakdown visit + parts

Our workshop and calibration only repairs are for labs that are flexible and can send their instrument for service. Please contact our Technical Support team for pricing and details.

SERVICES	Flat Fee Workshop Repair	Calibration Only
Corrective repairs	●	
Spare parts included for corrective repairs	●	
Labour included for corrective repairs	●	
Return shipping included	●	●
Loaner unit when required	Additional fee	Additional fee
Firmware updates at time of PM	●	
Extended calibration as found and as left calibration	●	●

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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