

INSTRUMENTATION SERVICES



From the moment you purchase instrumentation from ManSci, our team of experts is there to help you with installation, training, certification, troubleshooting and maintenance to ensure you obtain optimal performance from your investment. ManSci service representatives have the factory training and experience to ensure compliance and proper operation of ALL your ManSci instrumentation.

ManSci offers the following services to help you keep your instrumentation in optimum working condition:

- On-Demand Service
- Service Agreements
- Installation
- Training
- IQ/OQ

Any questions that you may have – we're only a phone call or an email away. Your peace of mind is our priority!

INSTRUMENTATION SERVICE AGREEMENTS: HOW THEY BENEFIT YOUR LAB

A job well done

- Ensure system is running accurately to manufacturer's specifications.
- Maintain instrument integrity by use of 100% original manufacturer certified parts.
- Preventive maintenance part replacement improves reliability.

Peace of mind

- Regular maintenance prevents instrument failure; any problems that may arise will receive priority for service visits and/or repairs.
- Having a dedicated service person for your region allows a relationship and trust to be built with the service person.

Cost savings – time and money

- You have the convenience and flexibility to schedule service visits at a mutually agreed upon time, eliminating downtime during your busiest months.
- Service representatives have the majority of parts on hand for immediate repair (at a 10% discount), eliminating wait times for parts to arrive.
- Fixed budget for service/repairs over the year.
- Customized Service Agreements to meet the needs of your lab and your system.
- Analysts' time isn't tied up performing preventive maintenance on instrumentation, leaving them to focus on more important things.

To request a price, please fill out our Service Agreement Quote request form online: www.mansci.com/support/service_quote.htm

INSTRUMENTATION SERVICE AGREEMENTS

For optimum peace of mind, we can provide 4 different types of instrumentation service agreement:

Extended Care

The Extended Care Warranty includes:

- All warranty parts (excluding consumable & expendable parts)
- All labor, travel & expenses
- Unlimited warranty service visits
- Priority service
- On-site service by a factory-trained and authorized representative
- Unlimited toll-free telephone assistance
- Loaner units are included at no charge
- Web-based support and training

Customized Service Agreements

ManSci can customize any type of agreement to meet your requirements and suit your instrument. We can put together a comprehensive package which covers everything. Your personal package can include consumables and expendables as well as two or more preventive maintenance visits. This option is entirely up to you and completely adaptable to your individual needs!

Please contact your service representative for details.



Scheduled Care

Preventive Maintenance (PM) Visit:

Your instrument will be inspected, cleaned and adjusted to ensure trouble-free operation and optimal performance.

- PM service parts
- Additional serviceable parts at a 10% discount
- Labor, travel & expenses
- Verify system performance to manufacturer's specifications
- Additional training if required – time permitting
- Emergency visits will be billed at a preferred rate (in-house service rate), plus travel expenses
- On-site service by a factory-trained and authorized representative
- Unlimited toll-free telephone assistance

Total Care

Includes both the Scheduled Care and the Extended Care.

ON-DEMAND SERVICE

For instrumentation that is not covered by a warranty or an agreement:

All repairs are covered by a 90-day warranty. Field and in-house representatives are readily available to repair and maintain all instrumentation sold by ManSci.

Field Service

Repairs are carried out on-site. This is ideal for instrumentation that is difficult to ship or should not be moved, and for minimizing downtime.

In-House Service

Instrumentation is repaired at our facility. The rate for this service is more economical, and is suited for instrumentation that can be easily shipped.

INSTALLATION, TRAINING, IQ/OQ

Installation & Training

Our service and instrumentation representatives are **factory-trained and authorized** to ensure your instrumentation is professionally installed to operate at peak performance. Your staff will be professionally trained, with your applications in mind.

IQ/OQ

Installation Qualification (IQ) and Operational Qualification (OQ) services provide assurance that all instrumentation is delivered and installed according to the manufacturer's specifications. For IQ service, all documentation is provided in a checklist format. The OQ service provides documentation covering analysis results and includes a full functionality test using NIST traceable materials to ensure that the accuracy, precision and operation of the entire system is according to the manufacturer's specifications.

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