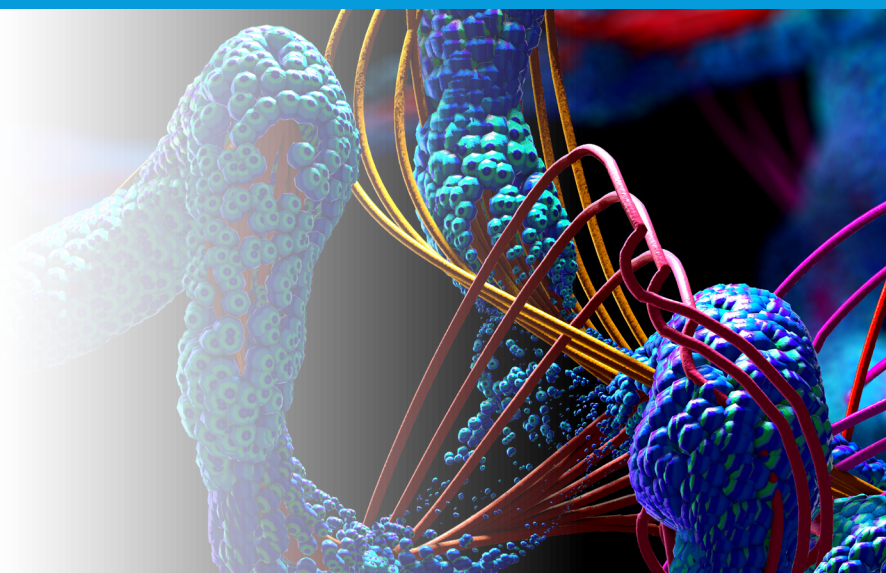


Amino Acid Analysers Service

Comprehensive Service Support and System Maintenance
for Biochrom Amino Acid Analysers in the United Kingdom
and Republic of Ireland.



- Spares & Spare Parts
- Swap Out Repair
- Software Updates
- PC System Support
- Remote Support
- PM, Silver, Gold & Platinum Plans



At Biochrom, we understand the importance of keeping your Amino Acid Analyser running smoothly in your lab and therefore the importance of providing first class customer service. Our experienced technical service teams are here to provide you with world-class quality support.



AAA UK Service Contracts

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

By investing in our service support contract, we will offer your team with several unique benefits:

- Full stock of all spares for immediate repair resulting in minimal downtime
- Swap out repair on autosamplers resulting in minimum downtime
- Up to date essential technical and troubleshooting knowledge
- In depth applications knowledge
- 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
- Access to our Support Center with great Knowledgebase Articles, access to Manuals, access to Software Updates, Regulatory Documents, and much more...

IQ/OQ

Biochrom has the validation products and expertise necessary to meet your lab compliance commitments. With our IQ/OQ services, you can rest assured your instruments are installed, operating, and performing according to manufacturer's specifications. Our manufacturer trained and certified field service engineers (FSEs) will perform comprehensive testing of your instruments using verified tests, certified tools, and develop standards to verify your instrument(s) performance. Reliable documentation is provided to assist you in meeting your regulatory requirements and industry standards.



AAA UK Service Contracts

Service Plans Biochrom AAA	PM Plan	Silver Plan	Gold Plan	Platinum Plan
Part number	80-2116-06	80-6001-18	80-2116-07	80-6000-08
Preventative maintenance schedule	1 visit	1 visit per year	2 visits per year	2 visits per year
All travels and labour	Limited to the PM visit	.	.	.
Hardware/Software phone support line
Standard parts included (exc. vials, lamps and autosampler needles)	PM kit only	.	.	N/A
All parts included (excl. vials)		N/A	N/A	.
Unlimited breakdown visits		.	.	.
Fast swap out replacement for autosampler breakdown			.	.
10% discount on chemicals and consumables		.	.	.
*Priority response on call outs			.	.
One column cleaning per year included				.
One user training course place per year included				.

*48-72 hours best effort response



“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

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 specific applications, software, maintenance, and service. You can also find a lot of useful information from our Biochrom Support Centre.

Training

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

For full details and available dates of our training courses; please contact our technical support team or visit our Technical Support Centre website: <https://support.biochrom.co.uk>.



Biochrom, a division of Harvard Bioscience, is a world leader in amino acid analysis. The Biochrom 30+ series is recognized as the gold standard dedicated amino acid analyzer used by hospitals, pharmaceutical and industrial labs worldwide. Applications are available both for clinical analysis and screening of metabolic disorders, for drug synthesis, infusion fluids and for industrial applications in food, beverage and feedstuffs.

Biochrom is a leading manufacturer of scientific instruments with over 50 year's experience. The Biochrom Group manufactures a range of instruments covering amino acid analysis, UV/Vis spectroscopy, and microplate instrumentation. Hospitals and laboratories worldwide trust our products and we are a valued OEM partner of many of the world's finest scientific instrumentation companies.

All our instruments are available through a growing global network of independent distributors, backed by our commitment to customer support.



www.harvardbioscience.com

Americas
(+1) 800-272-2775

www.biochrom.co.uk

United Kingdom, Europe
(+44) (0) 1223 423723

sales@harvardbioscience.com