

Amino Acid Analyzers Service

Service and Maintenance Contracts for
Biochrom Amino Acid Analyzers



- Spares & Spare Parts
- Swap Out Repair
- Software Updates
- PC System Support
- Remote Support

At Biochrom, we understand the importance of your Amino Acid Analyzer 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 Contacts

Biochrom offers a range of service options for your Amino Acid Analyzer. As the manufacturer, taking out your support contract with Biochrom offers a number of unique benefits:

- Full stock of spare parts for immediate repair to minimize downtime.
- Swap out repair on autosamplers and columns also resulting in minimum downtime.
- In depth technical and application knowledge.
- Free Phoenix and BioSys software updates as well as PC support (when supplied by Biochrom).
- In depth knowledge of instrument software (Phoenix, BioSys and Alias Manager) and data analysis software (OpenLab, Clarity).
- Remote Open Lab support for the acquisition, processing and reporting of data.

For US Biochrom Bio30+ instrument customers, we offer two levels of service plans for your Amino Acid Analyzer: The Premier and Elite Plans. Both plans include two pre-scheduled preventative maintenance (PM) visits which include all parts, labor, and travel costs. Depending on the service plan, discounts on consumable items and additional repair visits are included. We also offer an annual PM plan.



Service Options Biochrom AAA	PM Plan	Premier Plan	Elite Plan
Part number	80-2119-94US	80-2119-96US	80-2119-97US
Preventative maintenance visits	1	2	2
Repair visits	-	1	4
Additional repair visit discounts	-	15%	20%
Remote hardware/software	✓	✓	✓
Consumable parts discounts (excludes columns)	-	10%	20%
Priority response on call outs within 48-72 hours	-	✓	✓
3-Day Holliston, MA training course discount	-	20%	1 course per year
*On-site user training discount	-	20%	30%
Column repacking services discount	-	-	1 repacking



“Biochrom provides exemplary levels of service modeled after CHOC iCARE principles which are Excellence, Innovation, Service, Collaboration, Compassion and Accountability.”

Dulce Amor P. Butoi, CLS, ASQ-CQIA
Lead Clinical Laboratory Scientist

Metabolic Laboratory
Children's Hospital of Orange County
Orange, CA

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. 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.

IQ/OQ Services for Bio30+ Series of Amino Acid Analyzers

In addition to the service plans, Biochrom also provides Installation Qualification/Operational Qualification (IQ/OQ) for your AAA instrument. Implementing IQ/OQ for the hardware/software running the Bio30+ AAA instruments ensures that the software functions correctly and reliably, thereby enhancing the precision, accuracy, and overall reliability of the AAA. This leads to improved QC, regulatory compliance, and process optimization.

IQ/OQ includes:

- IQ/OQ service
- IQ/OQ document

Below are the IQ/OQ service plans available in your region:

IQ/OQ Documentation Part Number	US
IQ/OQ for AAA with Biosys software	n/a
IQ/OQ for AAA with Phoenix software	80-6003-40
IQ/OQ for AAA service	80-6003-34



Biochrom Ltd.
Unit 7, Enterprise Zone 3970
Cambridge Research Park,
Cambridge, CB25 9PE, UK

Harvard Bioscience, Inc.
84 October Hill Road
Holliston, MA 01742
USA

Sales, North America:
sales@biochrom-us.com

Americas: Tel: +1 800 272 2775
Web: harvardbioscience.com/biochrom
Technical Support: support@hbiosci.com