

Modular Service Contracts

The Service Contract That's a Perfect Fit



Create Your Own Service Contract

Select your individual modules and enjoy a tailored service concept that fits your specific requirements.

Our modular service package gives you the freedom that you need for your business model.

Whether your priorities are maintenance, repair or reaction time – you know best what you need. We'll take care of the "how". And of course, each service module offers the high standards you'd expect from Analytik Jena: **fast and friendly expertise.**

Your benefits

- **Individual**
Tailored to your needs.
- **Powerful**
Ensure peak performance and minimal downtime for your equipment.
- **Cost efficient**
Choose and pay only for the services that you need.
- **Time saving**
Minimum organizational overheads and efficient workflows.



Calibration



Application
Training

Modular Service Contracts

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Preventive
Maintenance



Reaction
Time



Repair &
Maintain



OQ





The Modular Service Contract – as Individual as Your Business

Full flexibility with the benefits of a fixed service contract: You can have both with our new modular contracts. Determine which services you need and put together your own individual service package from the different modules. For service contracts that suit your needs.

You choose your device with the configuration you need. Why not your service contract too? Benefit from flexibility and full support with our modular service contracts.

✓ **As unique as your business**

Our new and unique modular concept means you can combine individual components to create a service contract that is the perfect fit for your device, its applications, and your company.

✓ **Top performance for your equipment**

Regular maintenance preserves the value of your devices and ensures reproducible measurements, ensure work safety, and minimum downtimes.

✓ **Expertise from the manufacturer**

Our long-standing, competent service staff know “their” instruments inside out and can help you quickly and reliably when servicing is required. .

✓ **Lean and predictable**

No unnecessary expenses due to rigid contractual constructs: You only pay for the services that you choose. The initial budgeting of the modules when concluding the contract means that there are no additional expenses during the year or administrative overheads.

✓ **Simple and convenient**

A contract means that your devices are serviced almost automatically. Our friendly customer service will provide a reminder of your appointments. If you require a service, just call and let us take care of your request.

✓ **Back to work more quickly**

As a contract customer, your case will be given priority. Booking the reaction time module ensures you receive support within a defined time period.

Our Contract Modules at a Glance

Individual business models need customized service contracts. Configure your service concept from our service modules and select exactly the components you need.



Repair & Maintain

Includes an individual maintenance concept for your device and all repairs during the contract period, including working hours and materials.



Operational Qualification / OQ

Includes a functional qualification during the contract period, which is recommended after installation and relocation of the device.



Preventive Maintenance

Includes a maintenance concept tailored to your device, including testing and cleaning.



Calibration

Includes a calibration of your thermal cycler.



Applicative methodological training

Includes an application-methodical training at your premises plus application consulting and troubleshooting for daily routines.



Reaction time

With this module, you book a binding reaction time: we guarantee to resolve your service case after 72 or 48 hours or to send a technical expert to you to inspect the device on site.

All modules can be flexibly combined with each other. All modules that cover on-site services include the travel costs of our specialist staff. The Calibration module is only available for thermal cyclers.

Operational Qualification



Good start: Operation that conforms to standards and audit-proof measurements

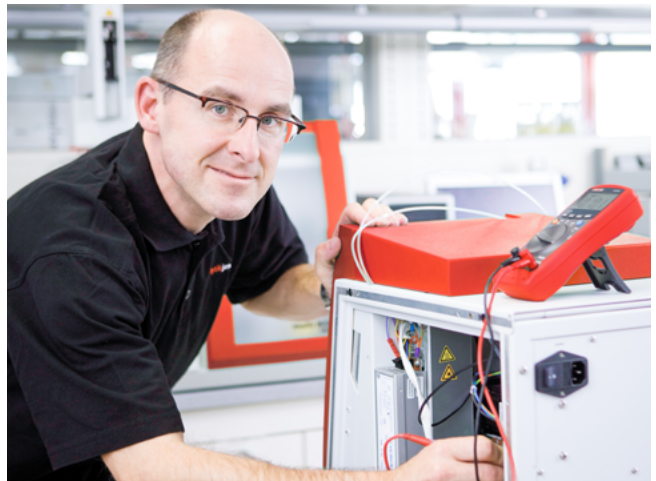
Operational qualification helps you get up and running quickly, so that you can completely rely on your device and measurement results. Our highly skilled service personnel are there to support you with their extensive experience so that you can operate in compliance with standards and audit requirements.

Operational qualification

Operational qualification (OO) demonstrates that the device and its components are working properly and the defined metrological parameters are fulfilled. Standard measurements verify and document the measurement data.

Scope of services

- Standard measurements according to the OO plan
- Verification and audit-proof documentation of your device operation
- Travel expenses for our specialists



Calibration



Reliable measurement data from your thermal cyclers thanks to manufacturer expertise

Extensive equipment expertise, highly experienced and competent employees, and calibration software that we have developed ourselves ensure that your equipment is calibrated with the utmost precision. You can be certain that your calibrated thermal cyclers provide reliable measurement data and results that conform to standards.



Calibration

Regular temperature calibration of your thermal cycler ensures reproducible measurement results and documents guideline-compliant work. By booking this contract module, mandatory calibration is included in your service concept saving you time and money.

Scope of services

- Thorough visual inspection of the unit
- Unit cleaning
- Temperature calibration
- Travel expenses for our specialists

Repair & Maintain



Full cost control: All repairs and annual servicing within the contract period

Do you want reliable planning and full cost control? Then our Repair & Maintain module is the one you need. Maintain the consistently high performance of your equipment, avoid unforeseen costs and reduce downtime and organizational expense.

Repair & Maintain

Our Repair & Maintain module includes a tailored maintenance concept for your device and covers all repairs within the contract period. When you require servicing or a repair, just call and our team will arrange an appointment for you.

Scope of services

- Device-specific maintenance concept
- Visual inspection of equipment technology and peripherals
- Device-specific maintenance according to maintenance protocol
- Check of device technology and parameters
- Repairs within the contract period

More than 20 years of
professional experience with analytical
equipment

“
I'm a graduate physics engineer and have been working with mass spectrometers since 2002, initially in sales, service, and application support and now as a technical engineer in the service department. What makes work so interesting for me? It's the combination of science and technology that comes with working with mass spectrometers, but especially working with customers from different countries, industries, and cultures around the world.”

Ismail Sel, Lead Engineer
at Analytik Jena



Reaction Time



Back to work more quickly: Reaction Time

Save time and money: Our very high first-time resolution rate means that your devices will be ready for use again within 48 to 72 hours in virtually all cases.

Reaction time

Our guarantee is to resolve your issue within an agreed period of time or to be at your site: Once you have notified us of an issue, we will get in touch. We will resolve your issue remotely or if this is not possible, our technical staff will be on site with you within the agreed response time.

Reaction times you can book:

- 48 hours (2 working days)
- 72 hours (3 working days)

Preventative Maintenance



Well maintained: Retains value and ensures consistently stable measurement results

Your devices also need attention – after all, they are working at high throughputs to deliver top performance. Don't wait until repairs are needed before servicing your equipment. Have it serviced, inspected, and cleaned on a regular basis by our authorized and certified experts.

Preventative maintenance

Your contract module includes a maintenance concept specifically tailored to your device. To request maintenance, just call and our employees will arrange an appointment for you. Our friendly customer service team will give you a call to remind you when your maintenance appointment is due.

Scope of services

- Help desk and remote support
- Visual inspection of equipment technology and peripherals
- Device-specific maintenance according to protocol
- Comprehensive operational check
- Travel expenses for our specialists

“ Preventative maintenance for reproducible measurement results ”

Regular maintenance keeps your device in top condition. As part of preventative maintenance, we will give your device a thorough check-up to ensure it works perfectly and delivers audit-proof, reproducible measurement results.”

Andreas Zeitschel,
Senior Specialist Service & Support
at Analytik Jena



Application Training



Well prepared with applicative methodological training training

Benefit from the expert knowledge of our application team. Whether it's a training, a refresher course, or a new application, our application training will ensure you maximize the potential of your device and can use it even more effectively and profitably.

Application training

Our experts will ensure you are optimally prepared to operate your device. Our team offers telephone consultation to answer all your questions about the device and its application. We will give you the knowledge you need for your applications during a one-day training. Tailored to your specific requirements and on site, without any additional travel expenses.

Scope of services

- Consultation on specific application matters relating to the daily routine and troubleshooting
- A one-day applicative methodical training
- Training certificate
- Travel expenses for the trainers

Customized training for your team

"In our application team, we are familiar with every little detail of our devices and their application fields. Through our daily training and consultation work, we get to see the practical applications of our customers from all around the world. With our specialist knowledge and extensive pool of practical experience, we can offer you and your staff customized training sessions to ensure you get the very best out of your devices."

Sandra Wunsch,
Application Specialist Chemical Analysis
at Analytik Jena



Our Team, Working for You

Competent, personal, rapid response – Analytik Jena stands for service you can trust: Benefit from our extensive experience, expert service team, and direct availability.



Service expertise directly from the manufacturer

Service you can rely on from Analytik Jena. Our competent Analytik Jena service team consists of highly qualified technical experts. They are the specialists for “your” devices, often with extensive experience in servicing, and service issues are almost always resolved quickly. This claim is supported by both our reputation as an expert and solution-oriented service partner, and by our outstanding first-resolution rate.

Report a service incident

Reporting a service incident is extremely easy:

- Simply call us on our hotline, which is open 7 days a week – even at weekends!
- Complete our service form, accessed using the QR code.
- A contact person will record your issue and forward it to the service team.
- Our technical specialists will call you back and discuss how to proceed.

Conclude a Service Contract



Individual consulting from our customer care team

Do you have any questions and would like advice on putting together your modular service contract? Your local customer care staff will be happy to advise you. Contact your sales representative for more information.

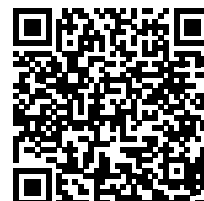
Personal and fast

Quick access to our team is a core component of our service concept because, when you need service support, you need someone who can help quickly. Our hotline is available to personally provides a human response without automation or long queues.

Find more information

Would you like to learn more? Visit our website and send us an enquiry on using the contact form.

www.analytik-jena.com/service-support/service-contracts



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Subjects to changes in design and scope of delivery as well as further technical development!

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