

# **INSTRUMENTATION SERVICE**

## **OPTIMAL PERFORMANCE FROM YOUR INVESTMENT**

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

Mandel offers the following services to help you keep your equipment in optimum working condition ... YOUR CHOICE.

***Nittoseiko Analytech Co.,Ltd.***

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## **INSTALLATION AND CUSTOMER FAMILIARIZATION**



Today's laboratory instruments are highly complex systems, combining state-of-the-art hardware with sophisticated software. In order to make the best use of these valuable assets, we highly recommend that new users of equipment and/or software invest in on-site training.

Our Instrumentation Support Representatives and/or Service Representatives will provide customized, cost-effective instruction on your new or existing equipment.

### **OBJECTIVES OF TRAINING:**

1. Software training and familiarization with equipment
2. Care and maintenance of the equipment
3. Troubleshooting strategies

### **INVESTING IN TRAINING WILL MINIMIZE:**

1. Equipment and user down time
2. User frustration with the equipment and/or software
3. Time by highlighting useful features provided by the equipment and/or software

### **IQ/OQ /PV – KARL FISCHER MOISTURE METERS**

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

### **OQ/PV – KARL FISCHER MOISTURE METERS**

The goal is to provide clients with practical performance testing of their Karl Fischer moisture meter at an affordable price using NIST calibrated test equipment. The OQ/PV service provides documentation covering a full functionality test using NIST traceable materials to ensure the accuracy and precision of the entire system according to manufacturer's specification.

## SERVICE CONTRACTS

### SCHEDULED CARE

#### *(Premium Preventative Maintenance)*

The Premium Preventative Maintenance includes replacement of all consumables, and can contain additional services and parts replacements to return the system back to manufacturer's operational specifications. Your instrument will be inspected, maintained, adjusted, and verified to ensure trouble free operation and optimal performance.

#### *Schedule Care (Premium PM) includes:*

- PM labor, travel, and expenses
- PM parts package included
- Verify system performance to manufacturer's specs
- On-site service by a factory trained representative
- Unlimited toll-free telephone assistance

## ON-DEMAND SERVICE

For equipment that is not covered by a warranty or a service contract. All repairs are covered by a 90-day warranty. Field and in-house representatives are readily available to repair and maintain all equipment sold by Mandel.

### FIELD SERVICE

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

### IN-HOUSE SERVICE

Equipment is repaired at our facility in Houston, Texas. The rate for this service is more economical, and is suited for equipment that can be easily shipped.

### EXTENDED CARE

#### *(Extended Warranty)*

This Extended Care is an extension of the original manufacturer's warranty:

- All warranty parts (excluding consumables & expendable parts)
- Unlimited warranty service visits
- All warranty labor, travel, & expenses
- On-site service by a factory-trained and authorized representative
- Unlimited toll-free telephone assistance

### TOTAL CARE

#### *(Extended Warranty Plus)*

Total Care coverage includes both Scheduled Care and Extended Care. Customers will receive one (1) Preventative Maintenance visit per contract duration as well as the replacement of any mechanical, electrical, or electromechanical parts due to hardware failure.

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## WARRANTY

Instruments and equipment are warranted for a period of one year from the date of shipment (unless otherwise stated). This warranty covers defects in material and workmanship, (parts and labor) under normal installation, use and maintenance, within the USA, as described in the operator's instructions; refer to manual.

Service will be performed by Service Representatives who are factory trained and use the original manufacturer's parts. This warranty does not cover consumable and expendable items, physical damage or misuse.

### EXTENDED WARRANTY

In addition to the standard manufacturer's warranty, customers may purchase extended warranty contracts, which are truly an extension of the warranty. The extended warranty contract begins immediately following the standard manufacturer's warranty and extends for an additional one to four year(s).

Conditions are subject to change without notice.