

# INTEGRA

## Choose the right service for your VIAFLO 96/384 system

INTEGRA strongly recommends **annual Preventative Maintenance** of the base unit and calibration of the pipetting heads.

The maintenance by qualified INTEGRA technicians ensures:

- Optimal pipetting accuracy and precision ✓
- Confidence for on-demand use of the system ✓
- Long device life time ✓



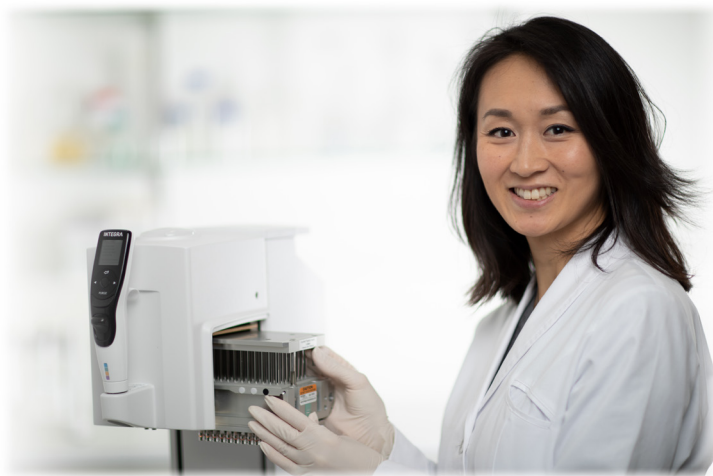
Depending on your needs, choose between two on-site service options for the base unit and pipetting head.

### BASIC Preventative Maintenance

The BASIC program comprises annual maintenance of the base unit and calibration of the pipetting head in your laboratory. The advantage is that calibration takes place under the actual prevailing conditions, and there is no down time due to shipping. Additional pipetting heads can be added to the service individually.

### PLATINUM Preventative Maintenance

The PLATINUM program includes the same annual maintenance services as the BASIC program. Additionally, subscribers to the PLATINUM program profit from a **true worry free package**, that covers all repair costs which may occur during the year and guarantees you a working unit within 48 hours. Additional pipetting heads can be added to the service individually.



### Service contents

	BASIC	PLATINUM
Preventative Maintenance of one base unit	✓	✓
Operational and safety functions test, mechanical and electrical parts check, inspection for wear		
Validation and calibration of one pipetting head	✓	✓
Inspection for exterior damage, exchange of external O-rings (where applicable), leak test of all channels, calibration		
Maintenance and calibration sticker for base unit and pipetting head respectively	✓	✓
Maintenance documentation and pipetting head calibration certificate	✓	✓
Firmware update if available and requested	✓	✓
Parts and labor for repairs and exchange of worn parts on base unit included	–	✓
Parts and labor for refurbishment of pipetting heads	–	✓
Loaner equipment during repair, if needed	–	✓
Availability of a working unit within 2 working days (48 hours) by repair or loaner	–	✓
48 h begins after confirmation of the case by INTEGRA		
One year warranty applied from date of contract, including material and labor for repairs	–	✓

## Order information on-site service

Description	Part number	
	BASIC	PLATINUM
VIAFLO 96/384 preventative maintenance program incl. calibration of one 24 / 96 channel head	990061	990063
VIAFLO 96/384 preventative maintenance program incl. calibration of one 384 channel head	990062	990064
On-site calibration of additional 24 / 96 channel head	990065	990067
On-site calibration of additional 384 channel head	990066	990068

Please note:

- Instruments must be new or in full working condition before entering a PLATINUM contract.
- On-site calibrations of pipetting heads are only available as part of a preventative maintenance program.
- Pipetting heads that fail calibration need to be refurbished at INTEGRA according to scope as described below.
- PLATINUM services are only available for instruments and heads up to 10 years old.

## Send-in: pipetting heads

Alternatively, you can send your pipetting heads to INTEGRA, where they are tested in our climate-controlled laboratory. You can choose to have only a calibration or you can request a refurbishment with subsequent calibration. Base units are excluded from the send-in service.



## Service contents

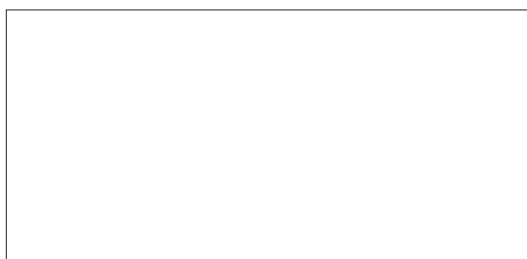
Service contents	Calibration	Refurbishment
Visual inspection for external damage	✓	✓
Change of external O-rings, where applicable	✓	✓
Leak test of all channels	✓	✓
Calibration with certificate	✓	✓
Complete disassembly and reassembly of pipetting head	–	✓
Cleaning in ultrasonic bath with disinfection solution	–	✓
Replacement of worn parts and regreasing of all moving parts	–	✓
Option: as-found		
Validation of performance before servicing, offering traceability.	Available	Available
An as-found measurement does not make sense if the pipetting head has been autoclaved or sterilized by chemical means.		
Recommended service frequency	1x per year	Every 2-3 years

Please note:

- Defective pipetting heads must always undergo refurbishment.
- The processing time for calibration and refurbishment is a maximum of five working days from the date of receipt.

## Order information send-in service

Description	Part number		
	Calibration	Refurbishment	As-found and refurbishment
24 / 96 channel head	990096	990097	990098
384 channel head	990384	990385	990386



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