

INTEGRA

Choose the right service for your ASSIST PLUS pipetting robot

INTEGRA strongly recommends **annual Preventative Maintenance** of the base unit. The maintenance by qualified INTEGRA technicians ensures:

- Reduction of unexpected failure ✓
- Confidence for on-demand use of the system ✓
- Long device life time ✓



Choose between two on-site service options for the base unit, depending on your needs.

BASIC Preventative Maintenance

The BASIC program comprises annual maintenance of the base unit in your laboratory. The service will improve equipment reliability and guarantee performance within INTEGRA's original manufacturing specifications.

PLATINUM Preventative Maintenance

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

Service contents

	BASIC	PLATINUM
Preventative Maintenance of one base unit	✓	✓
Operational and safety functions test, mechanical and electrical parts check, inspection for wear	✓	✓
Detailed documentation of preventative maintenance with checklist	✓	✓
Firmware update if available and requested	✓	✓
Extensive test run with customer's pipette(s)	✓	✓
Maintenance sticker for base unit	✓	✓
Parts and labor for repairs and exchange of worn parts on instrument included	–	✓
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

Part number

Description	Part number	
	BASIC	PLATINUM
ASSIST PLUS preventative maintenance program	990071	990072

Please note:

- Instrument must be new or in full working condition before entering a PLATINUM contract.
- PLATINUM contract is only available for instruments up to 10 years old or 500'000 cycles.

Disclaimer: Service program applicable to base units only, pipettes to be serviced separately.

INTEGRA calibration offering

INTEGRA recommends handheld pipettes are calibrated on an annual or semi-annual basis, dependent on individual lab needs. This service is provided at INTEGRA headquarters, where they are tested in our climate-controlled laboratory. INTEGRA offers a number of different calibration options. For all calibration needs, please contact INTEGRA Biosciences directly.



Service contents

	Calibration	Repair
Visual inspection for external damage and cleaning	✓	✓
Change of external O-rings, where applicable	✓	✓
Leak test of all channels and full functional inspection	✓	✓
Calibration with certificate	✓	✓
Maintenance and repair		✓
Maintenance with individual replacement or repair of any defective parts	-	✓
Option: as-found		
Validation of performance before servicing, offering traceability	Available	Available
As-found calibration with certificate		
Recommended service frequency	1x per year	If needed

To learn about available calibration plans, please contact INTEGRA Biosciences for details.

INTEGRA Biosciences AG
 7205 Zizers, Switzerland
 T +41 81 286 95 30
 F +41 81 286 95 33
 info@integra-biosciences.com

INTEGRA Biosciences Corp.
 Hudson, NH 03051, USA
 T +1 603 578 5800
 F +1 603 577 5529
 info-us@integra-biosciences.com



www.integra-biosciences.com

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