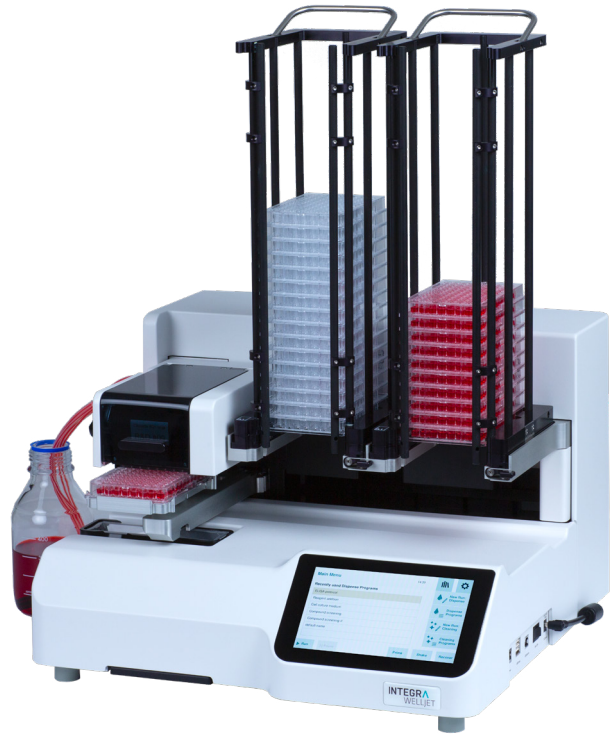


## Choose the right service for your WELLJET dispenser or WELLJET dispenser stacker

Regular servicing ensures that your laboratory instruments keep running smoothly.

INTEGRA strongly recommends annual preventative maintenance by our qualified technicians to:

- Optimize accuracy and precision
- Ensure confidence for on-demand use
- Extend product lifespans



### Choose between two on-site service options:

#### BASIC preventative maintenance

The BASIC program comprises annual maintenance of the instrument 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 services as the BASIC program, plus a true worry-free package that covers all repair costs incurred during the year and guarantees you a working unit within 48 hours.

Service contents	BASIC	PLATINUM
<b>Preventative maintenance of one instrument</b> Operational and safety functions test, mechanical and electrical parts check, inspection for wear	✓	✓
<b>Validation of dispensing performance, with certificate</b>	✓	✓
<b>Maintenance sticker for the instrument</b>	✓	✓
<b>Signed preventative maintenance checklist</b>	✓	✓
<b>Firmware update if available and requested</b>	✓	✓
<b>Free replacement of worn or damaged parts on the base unit</b>	✓	✓
<b>Loan equipment during repair, if needed</b>	-	✓
<b>Availability of a working unit within 2 working days (48 hours) by repair or loaner</b> 48 h begins after confirmation of the case by INTEGRA*	-	✓
<b>One year warranty applied from date of contract, including material and labor for repairs</b>	-	✓

\*Loaner instruments will be shipped to Canadian customers within 48 hours but delivery time cannot be guaranteed.

# Order information on-site service

Description	Part number	
	BASIC	PLATINUM
WELLJET dispenser preventative maintenance	990151	990153
WELLJET dispenser stacker preventative maintenance	990150	990152

**Please note:**

- Instruments must be new or in full working condition before entering a PLATINUM contract.
- PLATINUM services are only available for instruments up to 10 years old.
- Disclaimer: On-site services only available to BASIC and PLATINUM customers



**INTEGRA Biosciences AG**

7205 Zizers, Switzerland  
 T +41 81 286 95 55  
 F +41 81 286 95 07  
 support@integra-biosciences.com

**INTEGRA Biosciences Corp.**

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

**INTEGRA Biosciences Ltd.**

Thatcham, Berks RG19 4EP, UK  
 T +44 1635 797000  
 F +44 1635 797001  
 support-uk@integra-biosciences.com

**INTEGRA Biosciences Nordic ApS**

2605 Brøndby, Denmark  
 T +45 31 73 53 73  
 info-nordic@integra-biosciences.com

