

INTEGRA

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

INTEGRA strongly recommends **annual preventative maintenance** of the base unit and calibration of the pipetting heads.

Maintenance by qualified INTEGRA technicians ensures:

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



Choose between three on-site service options to suit your laboratory and workflow needs:

BASIC LIGHT Preventative Maintenance

The BASIC LIGHT program includes an annual equipment check, leak test and pass/fail validation, ensuring your instrument's basic functionality. It does not provide detailed performance data, unlike our higher-tier programs. This budget friendly option keeps your equipment in working condition, without the more comprehensive services of our BASIC and PLATINUM programs.

BASIC Preventative Maintenance & Calibration

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 downtime due to shipping. Additional pipetting heads can be added to the service individually.

PLATINUM Preventative Maintenance & Calibration

The PLATINUM program includes the same annual maintenance service as the BASIC program. Additionally, subscribers to the PLATINUM program benefit from a truly worry-free package that covers **all repair costs** 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 LIGHT	BASIC	PLATINUM
Preventative maintenance of a device, incl. small wear parts Operational and safety functions test, mechanical and electrical parts check, inspection for wear	✓	✓	✓
Leak test and function check with gravimetric readings with pass/fail results	✓	✓	✓
Maintenance documentation and maintenance sticker for the device	✓	✓	✓
Firmware update if available and requested	✓	✓	✓
Priority scheduling for completion of service	-	✓	✓
Validation and calibration of device	-	✓	✓
Calibration certificate and calibration sticker for the device	-	✓	✓
Pipetting head refurbishment included, if required	-	-	✓
Material and labor time for repairs and replacement of worn parts included	-	-	✓
Loan unit during repair*, if necessary	-	-	✓
Availability of a functioning device within 48 hours through repair or loaner device	-	-	✓
One year warranty from date of contract, including material and labor for repairs	-	-	✓

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

Ordering information for on-site services

Description	Part number		
	BASIC LIGHT	BASIC	PLATINUM
VIAFLO 96/384 preventative maintenance program incl. calibration* of one 24/96 channel head	999330	990061	990063
VIAFLO 96/384 preventative maintenance program incl. calibration* of one 384 channel head	999330	990062	990064
On-site calibration* of additional 24/96 channel head	999331	990065	990067
On-site calibration* of additional 384 channel head	999331	990066	990068

*Calibration not included with BASIC LIGHT service

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 described below.
- PLATINUM services are only available for instruments and heads up to 10 years old.
- The warranty provided by the PLATINUM program only covers normal usage repairs. Any user error, pipetting of aggressive substances (such as solvents), or environmental conditions that result in the need for repair will not be covered.



Send-in: pipetting heads

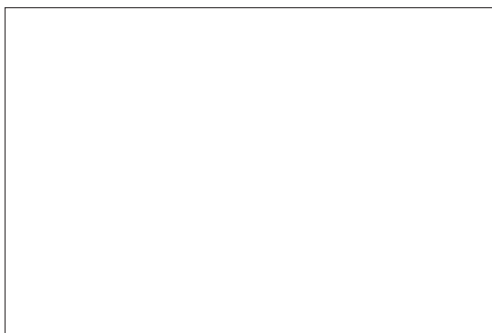
If you opt for the BASIC LIGHT service and still want a comprehensive head calibration, you can also use our send-in options, where they are tested in our climate-controlled laboratory. You can choose to have only a calibration or you can request a refurbishment with subsequent calibration. Base units are excluded from the send-in service.

Service contents	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 mechanism	-	✓
Cleaning in ultrasonic bath with disinfection solution	-	✓
Replacement of worn parts and regreasing of all moving parts of the pipetting mechanism	-	✓
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:

- Pipetting heads that fail calibration or functional inspection must undergo refurbishment
- The processing time for calibration and refurbishment is a maximum of five working days from the date of receipt.

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



Contact us:

