

Choose the right service for your ASSIST PLUS pipetting robot

INTEGRA strongly recommends annual preventative maintenance of the ASSIST PLUS base unit by our qualified technicians to:

- Reduce unexpected failures
- Increase confidence for on-demand system use
- Extend the lifespan of your equipment



Choose between 2 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 and calibration of up to 4 INTEGRA pipettes or D-ONE modules 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 benefit from a truly worry-free package that covers all repair costs incurred throughout the year, and guarantees you a working unit within 48 hours.

Service contents	BASIC	PLATINUM
Preventative maintenance of 1 base unit Operational and safety functional testing, mechanical and electrical parts check, inspection for wear	✓	✓
Validation and calibration of up to 4 VIAFLO/VOYAGER pipettes and/or D-ONE modules*	✓	✓
Detailed documentation of preventative maintenance checklist	✓	✓
Maintenance sticker for base unit	✓	✓
VIAFLO/VOYAGER pipette and/or D-ONE module calibration certificate	✓	✓
Free replacement of wear and tear parts on base unit and D-ONE modules	✓	✓
Firmware update if available	✓	✓
Material and labor in case of a repair of the base unit and pipettes/D-ONE modules**	-	✓
Loan ASSIST PLUS during repair if needed	-	✓
Availability of a working unit within 2 working days (48 hours) by repair or loan*** 48 hours begins after confirmation of the case by INTEGRA	-	✓
1 year warranty applied from date of contract, including materials and labor for repairs	-	✓

* D-ONE modules must be calibrated on-site. For VIAFLO/VOYAGER pipettes, choose between an on-site INTEGRity check or send-in factory calibration.

** Repairs are only covered under the following conditions:

1. Unit and pipettes/D-ONE modules must be in working condition before entering a PLATINUM contract.
2. Pipettes should handle only aqueous solutions, not aggressive substances such as acids and strong solvents.

*** 48-hour guarantee applies only to ASSIST PLUS base unit. Expedited shipping and repair coverage is provided to PLATINUM customers for VIAFLO/VOYAGER pipettes and/or D-ONE modules.

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

Order information for the on-site service

Description	Part number	
	BASIC	PLATINUM
ASSIST PLUS preventative maintenance program	990071	990072
Additional pipette calibration	****	990073

**** Please refer to regular INTEGRity check item numbers.

Please note:

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

Disclaimer:

- On-site services are only available to BASIC and PLATINUM customers.



INTEGRA send-in calibration offering

INTEGRA recommends calibrating handheld pipettes and D-ONE modules on an annual or bi-annual basis, dependent on individual lab needs. Besides the on-site INTEGRity check, INTEGRA offers a send-in service at its headquarters, where the pipettes are tested in a climate-controlled laboratory.

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	1-2x per year	If needed

For more information about our available calibration plans, please reach out to your local INTEGRA representative.



Contact us:



www.integra-biosciences.com