

Maintenance

For laboratories looking to optimize instrument performance, the regular preventative maintenance is essential. Cordouan Technologies proposes a preventative maintenance service which can either be performed on your site or in our dedicated application laboratory in France. The priority response, combined with specialist technical and software support, will keep your instrument performance. The contract is signed for year and can be renewed each year.

Service Description	Basic	Standard	Premium
One scheduled on-site visit	✓	✓	✓
A full check of the equipment (hardware and software) with an advice regarding replacement of consumable and spare parts	✓	✓	✓
IQ/OQ using traceable standards; delivery of performance verification certificate		✓	✓
20% discount on spare parts (except of computer)		✓	✓
Labor of replacement of defective parts			✓
20% discount on training for new users		✓	✓
On demand on-line support via webex/skype conferences	✓	✓	✓
Priority Response: replay by mail or by phone within 24H after request			✓
Price (Euros ex VAT):	See price list		