

Service Agreements and Preventive Maintenance (PM) for North America

Ensure maximum performance from your MicroCal™ system

Service Agreements and PM's

A Service Agreement for your MicroCal system maintains optimum performance and insures your investment against unexpected breakdown costs or catastrophic failures. Coverage extends from emergency interventions to PM programs.



Service Agreements provide you with:

- Confidence in your results through regular PM visits, including inspection, calibration and parts replacement.¹
- Predictable ownership costs as all repair and maintenance expenses, such as parts, travel¹ and labor are covered.
- Minimized disruptions with priority response from factory trained Labcrew™ Field Engineers supported by a global parts logistics infrastructure.

All service agreements are available in one, two and three year increments.

Gold Plus Service Agreements are recommended for the highest level of performance from automated MicroCal systems.
Gold Service Agreements are recommended for the highest level of performance from manual MicroCal systems.

Service Agreement Options	Gold Plus	Gold	Silver	Bronze Plus Mail In ²	Bronze Mail In ²
Unlimited Service Calls ³	✓	✓	✓	✓	✓
Priority Scheduling	✓	✓	✓	✓	✓
Annual Preventive Maintenance + PM kit(s)	2/yr	1/yr	N/A	1/yr	N/A
Spare Parts Coverage (excluding Thermal Core)	✓	✓	✓	✓	✓
Labor	✓	✓	✓	✓	✓
Travel	✓	✓	✓	N/A	N/A
Thermal Core Replacement	✓	✓	✓	✓	✓

¹ Only applicable to those service agreement options which include Preventive Maintenance and/or field visits.

² Mail-In: customer pays for shipping to GE Depot Repair facility and GE pays return shipping.

³ System may require qualification of instrument performance by running prescribed tests and report results directly to GE.

Replacement parts which are not covered under this agreement include: 1) loading and injection syringes, 2) test tubes and well plates/covers, 3) any part failure arising from misuse, and 4) any parts not connected to the calorimetry system and/or autosampler.



Preventive Maintenance

Preventive Maintenance (PM) is important for keeping your MicroCal system running in peak condition and producing accurate ultra-sensitive readings. PM visits are included as part of some of our Service Agreements or can be purchased separately, as needed

Our PM visits will help you:

- Ensure the quality of your results through replacement of critical wear parts and extensive testing
- Minimize downtime to prevent problems before they occur

- Extend the life of your MicroCal system through maintenance of critical parts
- Periodically validate your instrument

Recommended PM Interval:

- Automated Instruments (Auto-iTC₂₀₀ and the VP-Capillary DSC): Two (2) PM visits per year
- Manual Instruments (iTC₂₀₀, VP-ITC and VP-DSC): One (1) PM per year if instrument usage is high, instrument is in a multi-user environment or confidence in results is extremely critical.

ALL SYSTEMS INCLUDE	
ALL	<ul style="list-style-type: none"> • Labor and travel of a MicroCal trained field service engineer • Replacement of all o-rings • Cell and subsystem cleaning • Power supply check • Accessory inventory and inspection
MANUAL INSTRUMENTS	ITC
	VP-ITC & iTC200 <ul style="list-style-type: none"> • Plunger service including plunger tip replacement and calibration • Syringe inspection and quality check • Temperature and y-axis calibration • Wash station inspection and testing (iTC₂₀₀ only) • Injection tower Inspection and alignment (iTC₂₀₀ only) • Plumbing inspection and replacement, if necessary (iTC₂₀₀ only) • Evaluation of instrument performance including baseline noise, injection repeatability and sample validation
AUTOMATED INSTRUMENTS	DSC
	VP-DSC <ul style="list-style-type: none"> • Inspect and test pressurization system • Syringe inspection • Temperature and y-axis calibration • Evaluation of instrument performance including Baseline noise and repeatability
	Auto-iTC200 <ul style="list-style-type: none"> • Titration syringe inspection and plunger replacement • Functional inspection of syringe pump glass and plunger • Fill port adapter replacement • Autosampler functional inspection and calibration, if necessary • System plumbing inspection and service • Valve cleaning and inspection • Inspection and evaluation of cooling tray function • Belt inspection and replacement, if needed • Tube rack and tray drawer inspection and functional test • Autosampler lubrication, if needed • PM kit with replacement parts⁴
	VP-Capillary DSC <ul style="list-style-type: none"> • Autosampler functional inspection and calibration, if necessary • Plumbing replacement • Valve and rotor cleaning and inspection • Inspection and evaluation of cooling stack function • Autosampler lubrication • PM Kit with replacement parts⁴ and tension cords

⁴ If the instrument does not have a Service Agreement, non-PM kit parts replaced during Preventive Maintenance will incur additional charges. These include, but are not limited to: 1) valves, 2) loading and injection syringes, 3) test tubes and well plates/covers.

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