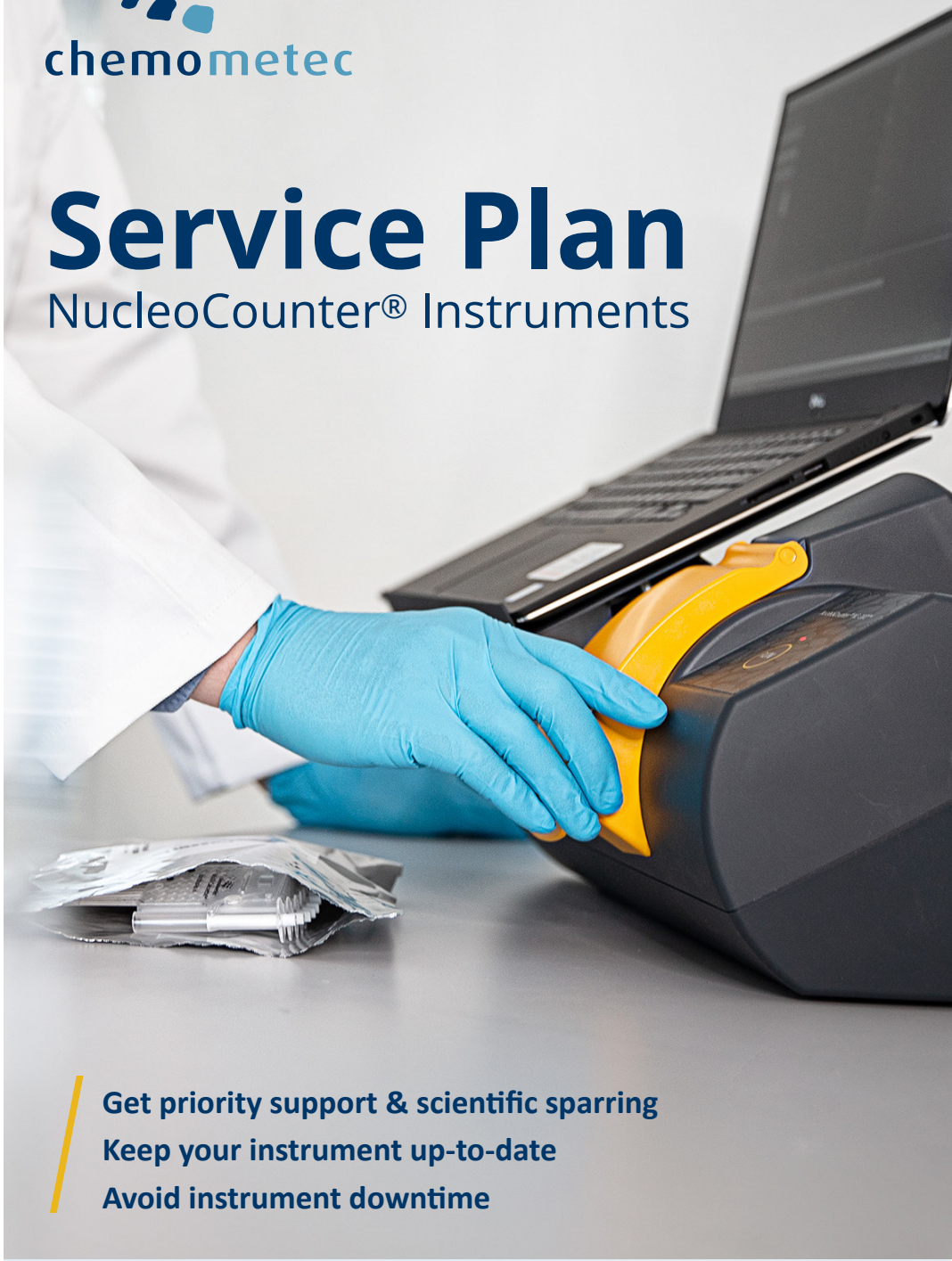




chemometec

Service Plan

NucleoCounter® Instruments



Get priority support & scientific sparring

Keep your instrument up-to-date

Avoid instrument downtime

ChemoMetec Plan Benefits

We are dedicated to keeping your NucleoCounter® NC-200™, NC-202™ or NC-250™ instrument tuned, validated, and running flawlessly to ensure you always meet your cell analysis needs.

Our unparalleled Service Plan includes biannual or annual service visits, IQ/OQ/PQ testing, extended warranty, and instrument replacement in case of repair. You will have priority access to our team of dedicated support scientists. On-site, we provide scientific sparring for your cell counting and analysis procedures during service visits.

Regular service ensures that your instrument is always up-to-date and in line with good manufacturing practices (GMP). Our replacement instrument ensures you can continue to run analyses as planned with minimal interruption.



	Complimentary	Service Plan	Available for Purchase
24-month warranty (incl. repairs & spare parts)	●	●	
Free access to all application protocols	●	●	
Email/phone support	●	●	
Priority access to dedicated support scientists		●	
12-month additional instrument warranty		●	●
Replacement instrument during repair		●	●
On-site service check		●*	●
On-site scientific sparring		●*	
IQ/OQ/PQ test kits		●*	

●* Biannual/annually service

Description of services

Priority access to scientific support

Our experienced team of dedicated support scientists are ready to give you priority email/phone assistance during office hours in Europe and the USA. Our highly skilled support scientists are expertly trained to identify, isolate, and resolve even the most challenging issues. Outside office hours, our specialists can be contacted via email for fast resolution of your issues.

Repairs

We will repair your instrument free of charge (excludes freight charges) if failures occur within the warranty period.

Access to application protocols

You will have free access to all application protocols on our website.

IQ/OQ/PQ test kits

We provide a test kit for installation qualification (IQ) of your instrument and subsequently test the operation and performance qualification (OQ/PQ) to validate performance and adherence to GMP standards. You can always trust the data from your NucleoCounter® instrument with our watertight testing.

On-site service check

During your biannual or annual instrument service check, our Field Application Scientists perform IQ/OQ/PQ testing to ensure full functionality.

On-site scientific sparring

During visits, we will discuss your cell counting and analysis procedures with you for scientific sparring and potential optimization of your data acquisition and use.

Prolonged warranty

ChemoMetec instruments come with a standard 24-month warranty. The biannual or annual IQ/OQ/PQ testing prolongs the instrument warranty by 12 months, insuring you against unforeseen costs as a result of instrument repair or breakdown.

Replacement instrument during repair

If your instrument undergoes repair, we will send you a replacement free of charge while your instrument is being serviced. This enables you to acquire data with minimal interruption.

For further information, please contact your local Sales Representative or visit www.chemometec.com

About us

ChemoMetec is a Danish company dedicated to the development and production of the best instrumentation for cell counting, advanced cell analyses and image cytometry. We help streamline research, process development and manufacturing processes for maximum consistency and efficiency.

Our instruments are based on our patented technology platform which ensures high quality analysis, consistency between instruments and elimination of user variation. Our instruments are known for their reliability, high precision and intuitive user-friendly software, providing advanced analytical capabilities to experienced and inexperienced users alike, in a single click.

Our technology is rapidly becoming the gold standard for cell count and viability analyses. We deliver the highest level of precision and consistency, and are 21 CFR part 11-ready for your compliance needs.

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