

## Service and Maintenance

By Certified Engineers

Accuratt offers a wide range of services to make sure your downtime is minimized. We offer instant service for your Gas Chromatographs and Liquid Chromatographs. We are certified to service several brands and have special offers for preventative maintenance, calibration, and relocation services. Our Technicians have the technology and knowledge to inspect, repair and calibrate your Chromatography equipment. All work is performed by our factory trained and certified technicians who use only approved spare parts to guarantee your instrument performance.



- Online Support
- Phone and E-mail support
- Onsite support within 48 hours in the Benelux
- Preventive Maintenance contracts
- Spares and Consumables availability
- Relocation and installation services

### Why is maintenance essential?

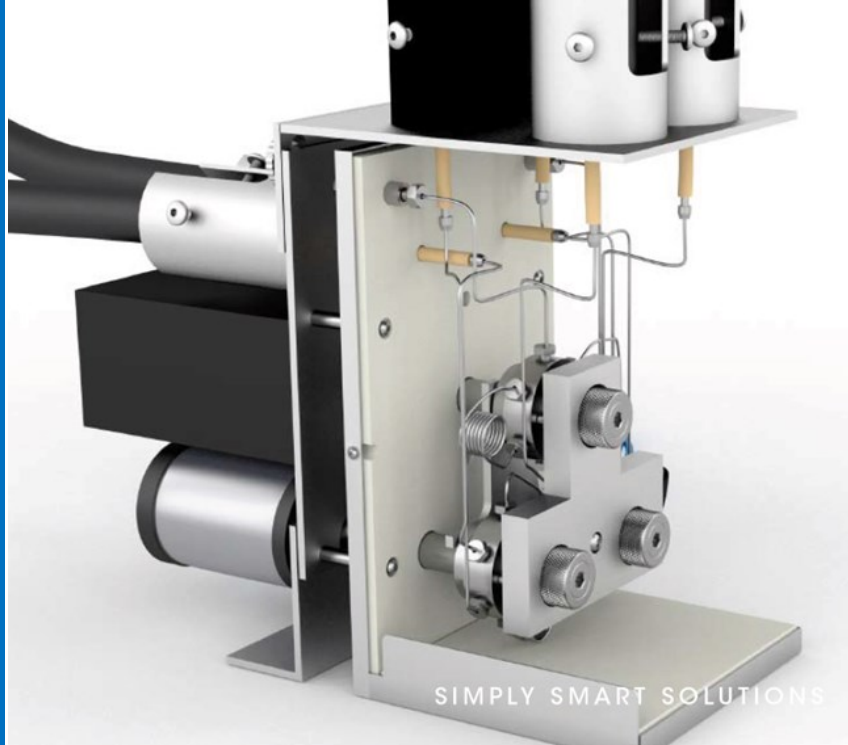
Keeping your instruments well maintained is a key for minimum or no downtime. Accuratt offers several Preventive Maintenance contracts with a 20% discount on the spares and consumables for a 2 years preventive maintenance contract.

We support our customers for any issues and we are open to help with any questions regarding the application, the software and advice our customers. Our main goal is to make sure your equipment downtime is zero and your analyzers are performing to the maximum.

If your Lab is ISO17025 certified, we make sure we perform the work accordingly.



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## Online Support

For all your questions, you can reach us through email at : [Support@accuratt.com](mailto:Support@accuratt.com)

We answer our emails with 24 hours working days. If needed we use TEAMS to perform remote service and inspection to determine the cause.

## Service Contracts

We offer different Service contracts with bi-annually and annually preventive maintenance visits. In case of PM contracts, we offer a lifetime Application support free of charge.

## Site Visit

If an on-site service visit is necessary, we always try to keep you're the visit times as short as possible. In order to achieve this, we have built up an extensive service network. All on-site repairs and tests will be documented in an instrument log book. Our services are not limited to new equipment.

## Spares and Consumables

We provide the necessary spares and consumables during our service visits and advice the necessary spares and consumables that are needed to make sure your are always have the parts when needed. We offer special discounts with a service contract.

### Contact us:

✉ [support@accuratt.com](mailto:support@accuratt.com)

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