

Service Plan

XcytoMatic® 40



ChemoMetec Service Plans

Qualifying your instrument regularly brings peace of mind and ensures that you stay GMP-compliant. At ChemoMetec, we are dedicated to keeping your instruments and software qualified and up to date.

With our XcytoMatic® 40 Service Plan, you receive direct, priority access to our outstanding support, an enhanced warranty and regular, on-site qualifications.

Service Description

On-site CM service, including spare parts and IQ/OQ/PQ test kits

Our XcytoMatic® Certified Specialist will perform instrument servicing and IQ/OQ/PQ testing on-site approximately six months following installation and subsequently every twelve months. This service includes instrument-specific qualification kits and spare parts. On-site service can be scheduled between 8 am and 5 pm on weekdays.

Enhanced warranty

The enhanced warranty covers defects or breakdowns caused by wrong installation, handling, storage, unintended use, or lack of reasonable maintenance or operation by you as the Buyer, your agent, or your representative.

Complete Repair & Re-Qualification Cycle

In case of instrument breakdown, ChemoMetec covers all costs for transportation of instrument to and from our repair facilities. If requested, an XcytoMatic® Certified Specialist will come on-site to de-install and pack the instrument using the instrument-specific shipping box. When the instrument is returned, an XcytoMatic® Certified Specialist can come on-site to re-install and qualify the instrument using our IQ/OQ/PQ Test kits. We follow a simple procedure:

1. On-site visit
2. Deinstallation of the broken instrument.
3. Packing and shipping the instrument to the repair facility.
4. Conducting necessary repairs.
5. Returning the instrument to the client's site.
6. Reinstallation and instrument requalification to ensure it meets all operational and performance standards

A process is seamlessly managed entirely by the ChemoMetec, ensuring minimal disruption for the buyer.

Expert Consultation Session

Book a 45-minute session with one of our expert Field Application Scientists (FAS) to discuss your XcytoMatic® operation, FAQ or SOP revisions. Our FAS team can also assist with overall data quality evaluation, counting protocol selection, and method validation strategies. Whether your questions are technical or biological, our Ph.D.-trained specialists are ready to share their extensive field experience and practical tips to help you overcome common challenges in cell counting.

Priority Support

Get priority and direct access to our ChemoMetec technical experts to assist you on scientific questions as well as address long-standing case studies.

Rapid response

Remote troubleshooting within one business day.

The ChemoMetec team will respond to any troubleshooting requests within one business day.

Troubleshooting requests must be sent to service@chemometec.com.

On-site troubleshooting within two to three business days.

The ChemoMetec team will provide on-site troubleshooting within two to three business days of your request from our experienced Service Engineer.

Troubleshooting requests must be sent to service@chemometec.com.

Service Plan Term

The Service Plan starts from the invoice date and is valid for one year. Before your Service Plan term ends, we are on-hand to discuss your future requirements.*

*The Service Plan renews annually. The Customer will receive an annual notice prior to automatic renewal. At this time, the Customer will have the option to opt out.

About us

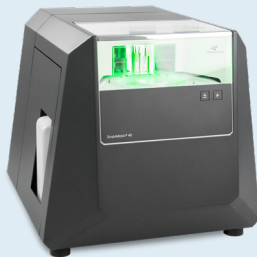
ChemoMetec is a worldwide leading manufacturer of cell counting and analysis equipment.

We specialize in developing and producing high-precision instrumentation, delivering consistent data for thousands of customers across biotech, pharma and academic segments.

Designed, manufactured and tested in Denmark, our instruments and consumables are built with quality materials and dedicated expert workmanship.

Our patented technology ensures high-quality analysis, consistency between instruments and elimination of user variation. Known for their reliability, high precision and one line software, our instruments enable expert and novice users alike, to experience advanced cell analysis in a single click.

Rapidly becoming recognized globally as the gold standard for cell count and viability analysis, our technology delivers the highest level of consistency and precision, ensuring our instrumentation is 21 CFR Part 11-ready for your compliance needs.



990-0013 ver. 3.2

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ChemoMetec A/S reserves the right to make changes in the product design without reservation and without notification to its users.