

Relocation Package



ChemoMetec Relocation Package

ChemoMetec is dedicated to keeping your instruments validated and up to date.

With the Relocation Package, know that your instrument will be moved safely and under insurance from one lab to another. In addition, if instruments are damaged during shipment and this cannot easily be fixed, CM will replace your instrument free of charge.

Using CM to move your instrument will also ensure that your instrument is validated and ready to use as soon as it's set up in your new lab.

Relocation Package Features

Deinstallation - On-site Service Check With Service Kit

Our FAS or Service Engineers will perform IQ/OQ/PQ testing on-site during the deinstallation of your instrument. With the IQ/OQ/PQ testing, we ensure the instrument is validated and functioning before shipping it to the new location.

Shipping

Our FAS or Service Engineers will ensure that your instrument is shipped safely to the new location using one of our specialized flight cases. This warranty covers any type of damage or breakdown that happens during shipping after the deinstallation and before the reinstallation. If the instrument passed IQ/OQ/PQ during deinstallation but fails to pass IQ/OQ/PQ at reinstallation, CM will replace your instrument with a new instrument free of charge.

- Covered shipping costs
- Shipping Protection
- Instrument-tailored shipping box.

Reinstallation - On-site Service Check With Service Kit

As part of the reinstallation, our FAS or Service Engineers will perform IQ/OQ/PQ testing on-site on your recently relocated instrument. With the IQ/OQ/PQ testing, we ensure the instrument is validated and ready to use.

Relocation Package Term

The Relocation Package starts from the invoice date. The on-site de- and reinstall will be during Monday-Friday, (8 am – 5 pm local time) unless otherwise agreed.

Instrument associated portable computers (PC) or tablets can be shipped with the instrument.

- PC/Tablet owner is responsible for data backup and security, documentation of PC/tablet conditions before shipping.
- ChemoMetec is NOT responsible for PC/tablet loss, any data loss, data breach, pre-existing conditions, software change or loss. ChemoMetec software repair/replace is covered.

To schedule the relocation of your instrument, please send an email to service@chemometec.com



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.

Recognized as the go-to provider of cell counting and analysis solutions, our technology delivers the highest level of consistency and precision, ensuring our instruments are 21 CFR Part 11-ready for your compliance needs.

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