

Service & Support

**HIGH SHEAR HOMOGENISER
Microfluidizer®**



Why Choose an Analytik Support Plan?



Compliance

Our Service Engineers are fully trained by the manufacturer and have in-depth technical experience spanning the full Microfluidics range, from benchtop and pilot-scale instruments through to full production-scale machines.

With an Analytik support plan, you can rest assured that your Microfluidizer® is fully compliant with your internal and external standards.



Save Money

To increase longevity and reduce the risk of costly repairs, we provide preventative maintenance and user refresher training so you can have peace of mind that your equipment is being used correctly while being expertly maintained.

For Silver plans and above, we also include discounts on most genuine parts and consumables.



We're Here To Help

You'll have access to our team of Product Specialists and Service Engineers, who can provide help and support with method development, preventative maintenance and much more.

We pride ourselves on our customer service and promise to do everything we can to help with any questions or issues.



Peak Performance

To maintain the performance of your Microfluidizer regular Preventative Maintenance (PM) is recommended. Our PM services include scheduled replacement of wear parts/seals and a rebuild of the inlet check valve(s) to prevent leaks and ensure that full performance and flow rate is realised. We also carry out a full service of the hydraulic/pneumatic system to increase the lifespan of critical components.

Microfluidizer® Support Plans

SUPPORT PLAN FEATURES	BRONZE	SILVER	GOLD	PLATINUM
TECHNICAL AND APPLICATION SUPPORT	✓	✓	✓	✓
PERSONAL RESPONSE TO QUERY WITHIN 1 WORKING DAY	✓	✓	✓	✓
PRIORITY ORDER/SERVICE RESPONSE	✓	✓	✓	✓
DISCOUNT ON EMERGENCY SITE VISITS	x	✓	✓	✓
INCLUDED EMERGENCY BREAKDOWN VISITS	x	x	x	1
SCHEDULED PREVENTATIVE MAINTENANCE VISITS	x	1	2	2
BASIC MAINTENANCE TRAINING FOR USERS	x	✓	✓	✓
DISCOUNT ON GENUINE PARTS AND CONSUMABLES	x	✓	✓	✓

Information & Glossary of Terms

General Information

All Analytik support plans have a duration of 12 months, however multi-year contracts are available (see below).

Customised Plans and Multi-Year Contracts

Analytik can accommodate customised service plans to suit your organisation. Discounts may be applied for multi-year contracts; speak to a Service Engineer for details.

Technical and Application Support

Support plan customers will have access to technical and application support from Analytik product specialists via telephone/email. Office hours are Monday to Friday, 9am to 5pm; a Fair Use Policy applies.

Personal Response to Query

Analytik will send a personal response to a customer query within 1 working day. Our product specialists will then endeavour to provide the necessary action or solution as soon as possible.

Priority Order/Service Response

Analytik endeavour to respond to all customer queries in a timely fashion, but support plan customers will be given priority service.

Discount on Emergency Site Visits

Silver, Gold and Platinum support plan customers are entitled to a 10% discount should they require an emergency site visit from an Analytik engineer. Our standard on-site labour rate is 150 GBP/hour plus travel expenses. Platinum customers are entitled to one emergency breakdown call out as part of their plan (see opposite).

Included Emergency Breakdown Visits

Platinum support plans include one emergency visit to site by an Analytik engineer in the event of a breakdown. This visit will incur no additional cost to the customer, unless new parts are required.

Scheduled Preventative Maintenance Visits

Preventative maintenance visits entail an Analytik engineer visiting a customer site to carry out mechanical, electrical and functional tests on the covered instrument. Service history documentation will be recorded and stored. Instruments containing hydraulic systems (LV1, LM20, M110P, M110EH) also require advanced purchase of hydraulic oil, available through Analytik. It is the responsibility of the customer to provide disposal of waste hydraulic oil and used oil containers. Please note that you will be required to purchase a service kit ahead of scheduled preventative maintenance visits; this must be available with the instrument for a service to take place. This kit includes consumables that the manufacturer advises routine replacement of.

Basic Maintenance Training for Users

Basic training of standard operation, maintenance and troubleshooting can be provided by an Analytik engineer whilst on-site for a scheduled preventative maintenance visit, providing there is enough time. Training can help minimise incorrect instrument operation and allow users to resolve minor problems, reducing engineer call outs.

Discount on Genuine Parts and Consumables

Customers with Silver, Gold or Platinum support plans are entitled to a 10% discount on genuine parts, spares and consumables. Please note that this discount excludes Interaction Chambers (IXCs).



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and options, or to discuss your requirements,
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