



Instrument Services

Ensuring Compliance, Reproducibility and Reliability of Your Results

Simplifying Progress

SARTORIUS



Your Global Life-Cycle Service Partner

Sartorius is your trusted partner for advanced laboratory equipment and services in the pharma, biopharma, research and other industries. We deliver high-quality products and provide dedicated service and support throughout the entire instrument life cycle, enabling your lab to achieve reliable results and operate efficiently.

Our Technical Support Team and Field Service Engineers provide expert services and personalized support to meet your specific needs.

Our service plans simplify maintenance, ensuring optimal system performance, extended life, predictable costs, and minimal downtime.

Our certified and accredited services ensure constantly compliant, reliable, accurate and audit secure laboratory data.

Life-Cycle
Management

Globally
Positioned

Over 500 Service
Professionals

Certified and
Accredited
Services



Your Key Benefits



Outstanding Performance

We ensure your devices operate at peak performance over the entire instrument life cycle.



Access to Expertise

Our Service Engineers are specially trained and certified throughout our training & skill management programs.



Minimized Downtime

Priority service and preventive maintenance reduce equipment downtime and guarantee smooth laboratory operations.



Reliable Results

Support regulatory compliance and audit security results backed by our ISO/IEC 17025 accredited calibration laboratories.



Global Presence

Over 60 service locations worldwide and more than 500 service experts ensure timely assistance.



Predictable Costs

Fixed-price service plans and extended warranties help to protect your investments and provide full cost control.

We Are Your Service Partner for All Sartorius Laboratory Products - and We Can Often Also Service Other Manufacturers' Products

| | | Technology | | | | | | | |
|----------|---------------------------------|---------------------|--------------------|-------------------------|----------|------------|--------------------------|------------------|-----------------|
| | | Laboratory Balances | Moisture Analyzers | Safety Weighing Cabinet | Pipettes | Dispensers | Arium® Lab Water Systems | Sterisart® Pumps | MD8 Air Sampler |
| Services | Installation | ■ | ■ | ■ | | | ■ | | |
| | Equipment Qualification (IQ/OQ) | ■ | ■ | ■ | | | ■ | ■ | ■ |
| | Extended Warranty | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| | Calibration | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| | Preventive Maintenance | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| | Service Contracts | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |
| | Original Spare Parts | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ |

Availability of services depend on country and region

You Need and Expect:

- Consistent, reliable, and reproducible results
- Optimum system performance right from the start
- Empowering regulatory compliance and process safety
- Traceable and audit-secure documentation

With Our Service You Get:

- Individual service and maintenance options, tailored to your specific requirements
- Peace of mind thanks to optimal and reliable equipment performance
- Accredited service and metrological expertise
- Complete quality documentation
- Professionally equipped, specially trained and qualified Service Engineers

Services for your Sartorius BioAnalytical Products



| | | Technology | | | | |
|----------|---|------------|-----------|-------|-------------------|---|
| | | Octet® | Incucyte® | iQue® | CellCelector Flex | |
| Services | Service Plans* | Preventive | ■ | ■ | ■ | ■ |
| | | Lightning | ■ | ■ | ■ | ■ |
| | | Compliance | ■ | ■ | ■ | ■ |
| | Installation | ■ | ■ | ■ | ■ | |
| | Equipment Qualification (IQ/OQ) | ■ | ■ | ■ | ■ | |
| | Sterilization | | | ■ | | |
| | Instrument Packing and Reinstallation from Move | ■ | ■ | ■ | ■ | |
| | Secondhand Instrument Reinstatement | ■ | ■ | ■ | ■ | |

To contact your Sartorius Service Experts please visit www.sartorius.com/en/services/instrument-service

Availability of services depend on country and region

* Detailed information about the content of the Service Plans can be found on the website www.sartorius.com/en/services/instrument-service



Preventive Plan No More Worries

Enjoy uninterrupted instrument performance with preventive care, applications support, software upgrades, and comprehensive expense coverage in case of downtime.



Lightning Plan Faster Response Time

Get fast response times and expedited on-site service for your mission-critical instruments so you can return to generating data as quickly as possible.



Compliance Plan Always Audit-Ready

Our all-in-one package for regulated environments ensures instrument performance, timely service, and full compliance-prepared so you are always ready for the next audit.

Installation

Ensure that you instrument runs best right from the start.

Qualification (IQ|OQ)

Qualify your equipment to meet GxP requirements.

Training

Gain the expertise to use our technology optimally.



Installation Phase

Utilization Phase

Software Maintenance

Keep your instrument up to date with the latest software.

Maintenance

Keep data quality high with regular professional maintenance.

Calibration

Operate within the specified tolerances for the best data.



Installation and Commissioning – Reliable Results Right From the Start

Your Advantage:

- Outstanding system performance, steadfast results from the start
- Seamless integration of the instrument into your laboratory environment
- Optimum system performance and results



Equipment Qualification (IQ | OQ) – Compliance-ready with GMP Requirements

Your Advantage:

- Compliance-ready with regulatory requirements (GMP | GLP)
- Audit security
- All critical equipment aspects controlled due to our risk-based approach
- Service performed with all required regulatory and technical knowledge



Preventive Maintenance, Service Plans and Service Contracts – Long-Term Process Safety and Reliable Results

Your Advantage:

- Optimum operation of your system
- Extended instrument lifetime
- Compliance with regulatory requirements
- Full cost control, with service contracts tailored to your specific needs



Calibration Services – Traceability of Weighing Results, Regulatory Compliance

Your Advantage:

- Accredited calibration certificates with ISO/IEC 17025 in most countries
- Guaranteed traceability to national standards
- Minimum weight certificates according to United States, European and Japanese Pharmacopoeia (USP <41>, Ph. Eur. 2.1.7, JP 9.62)
- Certificates for type approved balances according to OIML R76

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