



From the moment you purchase equipment from Mandel, our team of experts is there to help you with installation, training, certification, troubleshooting and maintenance to ensure you obtain optimal performance from your investment. Mandel service representatives have the factory training and experience to ensure compliance and proper operation of ALL your Mandel instrumentation.

Mandel offers the following services to help you keep your equipment in optimum working condition:

- Service Agreements
- On-Demand Service
- Installation, Training, IQ/OQ, Performance Testing

Any questions that you may have - we're only a phone call or an email away. Your peace of mind is our priority!

EQUIPMENT SERVICE AGREEMENTS: HOW THEY BENEFIT YOUR LAB

A job well done

- Ensure system is running accurately to manufacturer's specifications.
- Maintain instrument integrity by use of 100% original manufacturer certified parts.
- Preventive maintenance part replacement improves reliability.

Peace of mind

- Regular maintenance prevents equipment failure; any problems that may arise will receive priority for service visits and/or repairs.
- Having a dedicated service person for your region allows a relationship and trust to be built with the service person.

Cost savings – time and money

- You have the convenience and flexibility to schedule service visits at a mutually agreed upon time, eliminating downtime during your busiest months.
- Service representatives have the majority of parts on hand for immediate repair, eliminating wait times for parts to arrive.
- Fixed budget for service/repairs over the year.
- You are spared the bother of getting multiple POs, going through supervisors and waiting for service rep availability for any unexpected issues.
- Analysts' time isn't tied up performing preventive maintenance on equipment, leaving them to focus on more important things.

EQUIPMENT SERVICE AGREEMENTS

For optimum peace of mind, we can provide 4 different types of equipment service agreement:

Extended Care

The Extended Care Warranty includes:

- All warranty parts (excluding consumable & expendable parts)
- All labour, travel & expenses
- Unlimited warranty service visits
- Priority service
- On-site service by a factory-trained and authorized representative
- Unlimited toll-free telephone assistance

Customized Service Agreements

Mandel can customize any type of agreement to meet your requirements and suit your instrument. We can put together a comprehensive package which covers everything. Your personal package can include consumables and expendables as well as two or more preventive maintenance visits. This option is entirely up to you and completely adaptable to your individual needs!

Please contact your service representative for details.



Scheduled Care

Preventive Maintenance (PM) Visit:

Your instrument will be inspected, cleaned and adjusted to ensure trouble-free operation and optimal performance.

- PM service parts
- Additional serviceable parts at a 10% discount
- Labour, travel & expenses
- Verify system performance to manufacturer's specifications
- Additional training if required – time permitting
- Emergency visits will be billed at a preferred rate (in-house service rate), plus travel expenses
- On-site service by a factory-trained and authorized representative
- Unlimited toll-free telephone assistance

Total Care

Includes both the Scheduled Care and the Extended Care.

ON-DEMAND SERVICE

For equipment that is not covered by a warranty or an agreement:

All repairs are covered by a 90-day warranty. Field and in-house representatives are readily available to repair and maintain all equipment sold by Mandel.

Field Service

Repairs are carried out on-site. This is ideal for equipment that is difficult to ship or should not be moved, and for minimizing downtime.

In-House Service

Equipment is repaired at our facility in Guelph, Ontario. The rate for this service is more economical, and is suited for equipment that can be easily shipped.

INSTALLATION, TRAINING, IQ/OQ, PERFORMANCE TESTING

Installation & Training

Our service and instrumentation representatives are **factory-trained and authorized** to ensure your equipment is professionally installed to operate and peak performance. Your staff will be professionally trained, with your applications in mind.

IQ/OQ

Installation Qualification (IQ) and Operational Qualification (OQ) services provide assurance that all instrumentation is delivered and installed according to the manufacturer's specifications. For IQ service, all documentation is provided in a checklist format. The OQ service provides documentation covering analysis results and includes a full functionality test using NIST traceable materials to ensure that the accuracy, precision and operation of the entire system is according to the manufacturer's specifications.

Performance Test (PT)

The goal is to provide our clients with practical performance testing of their instrument at an affordable price, using NIST calibrated test equipment. The PT service provides documentation covering analysis results and includes a full functionality test using NIST traceable materials to ensure that the accuracy, precision and operation of the entire system is according to the manufacturer's specifications.

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To request a price, please fill out our Service Request Form online: www.mandel.ca/support/ServiceAgreementForm.html

Order Toll-Free: 1-888-883-3636

Order Online: www.mandel.ca

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