Working for you.
We are confident in the high quality of our instruments. That’s why we provide full warranty for three years.

Effective January 1, 2020, all new instruments* will include repair for 3 years. You avoid unforeseen costs and can always rely on your instrument. Alongside the warranty we offer a wide range of additional services and maintenance options.

*Due to the technology they use, some instruments require maintenance according to a maintenance schedule. Complying with the maintenance schedule is a prerequisite for the 3-year warranty.

CERTIFIED SERVICE ENGINEERS
The seamless and thorough training of our technical experts is the foundation of our excellent service provision. Training and certification are carried out at our own facilities.

SAFEGUARDING YOUR INVESTMENT
Regardless of how intensively you use your instrument, we help you keep your device in good shape and safeguard your investment – including a 3-year warranty.

THE SHORTEST RESPONSE TIMES
We know that sometimes it’s urgent. That’s why we provide a response to your inquiry within 24 hours. We give you straightforward help from real people, not from bots.

OUR SERVICE IS GLOBAL
Our large service network for customers spans 86 locations with a total of 350 certified service engineers. Wherever you are located, there is always an Anton Paar service engineer nearby.

OPTIONAL SERVICES

Service visit at your location
This includes replacement of parts subject to wear and tear, all adjustments and checks required as well as a verification of ambient conditions.

Factory calibration
A factory calibration is carried out with certified and traceable standards according to the maintenance and calibration records. The maintenance and calibration documentation is included.

Pharma qualification
You receive a detailed and comprehensive documentation for pharma qualification which is compliant with GMP, 21 CFR Part 11, GAMP 5, and USP <1058>-guidelines.

Relocation of an instrument
After relocation we reinstall the instrument and carry out a functional check.

Extended warranty for one year
Before the 3-year warranty has expired, you can choose to extend the warranty for an additional year, up to seven years in total.

Service at Anton Paar’s site
This service includes replacement of parts subject to wear and tear, all adjustments and checks required as well as a verification of ambient conditions. Shipping costs are covered by the customer.

Calibration according to ISO/IEC 17025
A calibration according to ISO/IEC 17025 is carried out with certified and traceable standards according to the calibration records. ISO-17025-compliant documentation is included.

Functional check
A functional check includes all adjustments and checks required as well as a verification of ambient conditions. This can be combined with a calibration.

Loaned instrument
For the duration of the service or repair, loaner instruments are provided upon request.

Repair coverage
With this option additional repair costs are covered according to your needs, e.g. labor costs.