Working for you.

3-year warranty

www.anton-paar.com/service
Our service principles

We are sure of the high quality of our instruments. That’s why we provide full warranty for three years for all our instruments – without exceptions.

Starting on January 1, 2020, repairs (material-, travel-, and labor costs) are included for every new instrument during the first three 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.

Our service provision

We use only certified and standardized protocols and tools to provide 100% transparency for our customers.

Optional service visit at your location
The optional service visit includes exchange of wear parts, an electrical and mechanical check, as well as a check of the outer conditions.

Service at Anton Paar’s site
The service at Anton Paar’s site includes exchange of wear parts, and an electrical and mechanical check. Shipping costs must be covered by the customer.

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.

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.

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

Functional check
A functional check consists of an electrical and mechanical check on your instrument as well as a check of the outer conditions. This can be carried out on instruments which require no regular maintenance and can be ordered together with a calibration.

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

Loarer instrument
For the duration of the service or repair at Anton Paar’s site you can use a loaner instrument.

Extended warranty for one year
After the 3-year warranty has ended you can choose a one-year extension annually – for a total warranty time of seven years. (The warranty conditions are given in the General Terms of Delivery.)