

Reliable.  
Compliant.  
**Qualified.**

Certified Service



# Reliable. Compliant. **Qualified.**

Avoid unforeseen costs while maximizing uptime and staying compliant with Anton Paar Service. Our well-trained and certified technicians are ready to keep your instrument running smoothly.



## **Maximum uptime**

Regardless of how intensively you use your instrument, we help you keep your device in perfect shape and safeguard your investment. For at least 10 years after the discontinuation of a device, we'll provide you with any service and spare part that you might need.



## **Warranty program**

We're confident in the high quality of our instruments. That's why we provide a full three-year warranty. Just make sure to follow the relevant maintenance schedule. You can also extend your instrument's warranty beyond its expiration date.



## **Short 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 great people, not from bots.



## **A global service network**

Our large service network for customers spans 86 locations with more than 600 certified service technicians. Wherever you're located, there's always an Anton Paar service technician nearby.

# Available Services

We provide service, support, and calibration, all of which are carried out by experts trained and certified directly at Anton Paar. Enjoy qualified support in your local language at one of 86 service points worldwide.



### **Preventative maintenance**

With calibrated and certified tools, an Anton Paar-certified engineer carries out this service at your facility or one of ours. It includes:

- Spare part replacement, component inspection, instrument cleaning
- Ambient condition check
- A maintenance report and performance verification

### **Performance verification**

With calibrated and certified tools, an Anton Paar-certified engineer carries out this service at your facility. It includes:

- Component inspection, instrument cleaning
- Ambient condition check
- Verification measurements according to factory protocols
- Performance verification report and recommendations to optimize performance

### **ISO calibration**

We calibrate your instrument according to ISO 17025 with certified calibration tools and certified reference material. The calibration is conducted at your facility or one of ours and comes with an ISO-compliant calibration certificate.

### **Calibration**

We calibrate your instrument with certified standards, certified calibration tools, and/or reference instruments. We also give you a calibration certificate with the traceable, certified values so you and your auditor know the instrument is accurate.

### **Instrument coverage**

We have a variety of flexible coverage options to cover your specific needs.

- Repair coverage: For up to one year after coverage is purchased, we repair your instrument at no additional costs at your facility or one of ours. We prioritize requests that are made for repairs.
- Parts coverage: For one year after purchase, this covers costs for parts needed to repair your instrument.
- Labor coverage: For one year after purchase, this covers labor costs needed to repair your instrument.
- Loaner coverage: While your instrument is being repaired, we will send you a loan instrument.

### **User training**

Along with showing you how to operate the instrument, our training covers proper upkeep and cleaning procedures. Everyone who participates receives a training certificate.

### **Requalification**

With calibrated and certified tools, an Anton Paar-certified engineer carries out this service (compliant with USP 1058, Annex 11) at your facility. It includes:

- Instrument cleaning
- Ambient condition check
- Calibration and adjustments as needed
- Additional traceable measurements according to the required regulations (USP, Pharm.Eu)
- A requalification report

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