



FOR
INTERNAL USE

EXTEND – Instrument Services

Preventive Maintenance | Service Contracts
Lab Products & Services



- ✓ Consistent performance
- ✓ Complete documentation
- ✓ Planned service
- ✓ Extended service life

Our Service Promise

- Our service engineers | service technicians have comprehensive documented training and qualifications
- Contract customers will be prioritized
- We ensure consistent device performance and interruption-free operation within the recommended inspection interval
- We supply all necessary calibration and test certificates
- We have independent accreditation
- Any necessary repair work and replacement of worn parts is carried out as far as possible directly and conveniently on-site
- We provide a dedicated engineer | technician who knows the customer well and is familiar with their equipment
- We accommodate to customer preferences when fixing maintenance dates



Device-specific Information

Balances

- Sartorius offers service contracts for scales made by all manufacturers. In other words, do not limit your inquiry to Sartorius products only – ask about competitors' devices, too.
- Customers with multiple units receive special terms.
- Service contracts are modular and adapted to meet the specific requirements of the customer.
- The main argument for regular inspection is the resulting calibration certificate, which can be used to ensure that weighing results are traceable to national standards.

arium® Ultrapure Water Systems

- Consumable materials are included in the scope of the maintenance.
- To rule out the possibility of microbiological contamination in the system, it is imperative that the consumable materials are replaced on a regular basis. This represents the main argument for inspection.
- A service contract ensures ultrapure water of consistent and high quality.

Further information about the instrument specific scope of service can be found in the Service data sheets, which are available on the DDM-Server.

www.ddm-sartorius.com

► What You Need to Know When Selling Service Contracts

You are our eyes and ears on the market: Your task is to generate qualified leads

- The aim is to have a long-term contractual relationship with the customer and all of their equipment.
- Quotes can and shall be prepared only by the local Service Department

► 5 Steps Towards a Qualified Lead

