Sartorius Instrument Services - Ensuring Compliance, Reproducibility and Reliability of Your Results
We are proud that Sartorius is recognized as one of the world’s leading suppliers of laboratory equipment. However, we are aware that supplying world-leading laboratory equipment is only half of our mandate. Therefore, we also provide comprehensive service over the whole life cycle of your equipment - from the first hello on the phone, up to the last moment our engineer leaves your lab, with your equipment working as exactly as it should.

Globally the Sartorius Laboratory Service division employs over 400 highly flexible and engaged service professionals and runs calibration laboratories for pipettes and test weights in most countries.

With our certified and accredited services we guarantee the longevity of your equipment and reduce equipment downtime to limit production losses. We understand the challenges you face as you strive for compliant, reliable, and accurate laboratory data. We help you to obtain faster and constantly reproducible results.
We Are Your Service Partner for All Sartorius Laboratory Products - and We Can Often Also Service Other Manufacturers’ Products

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Availability of services depends on country and region

**Laboratory Weighing**
- Laboratory Balances
- Mass Comparators
- Moisture Analyzers
- Test Weights | Weight Sets

**Cell Analysis**
- Incucyte® - Live-Cell Analysis for real-time cell monitoring
- iQue® Screener - Throughput Suspension Cell Analysis

**Pipetting and Dispensing**
- Mechanical Pipettes
- Electronical Pipettes
- Dispensers

**Industrial Microbiology**
- Sterisart® – Sterility Testing
- MD8 – Air Monitoring

**ForteBio Products**
- Octet - BLI detection systems
- Pioneer - SPR systems

**Water Purification**
- Arium® Lab Water Systems
Our Range of Certified and Accredited Service Solutions
Installation
Reliable Results Right From the Start
Your Key Benefits
- Perfectly functioning systems, right from the start
- Seamless integration of equipment into your laboratory environment
- Optimum system performance and results
- Expertly trained operating personnel
- Extended equipment life

Qualification (IQ|OQ)
Compliance with GMP Requirements
Your Key Benefits
- Full compliance with regulatory requirements (GMP | GLP)
- Audit security
- All critical equipment aspects regimented due to our risk-based approach
- Service performed with all required regulatory and technical knowledge

Warranty Extension
Peace of Mind
Your Key Benefits
- Full coverage for parts, working hours, shipping and travel in the event of a repair.
- Priority response time over non-warranty customers
- Yearly preventative maintenance and inspection visit included
- Free software updates

Preventive Maintenance | Service Contracts
Long-Term Process Safety
Your Key Benefits
- Extended instrument life time and trouble-free operation
- Compliance with regulatory requirements
- Expertise straight from the manufacturer with specially-trained service technicians
- Full cost control, with service contracts tailored to your specific needs

Calibration Service
Highest Quality Results
Your Key Benefits
- Accredited in accordance with ISO/IEC 17025 in many countries
- Guaranteed traceability to national standards
- Clear presentation of all measured results and of the calculated uncertainty of measurement
- Worldwide recognition of Sartorius calibration certificates by the International Laboratory Accreditation Cooperation
- USP Certificates to achieve and maintaining compliance with USP 41
Sales and Service Contacts

For further contacts, visit www.sartorius.com

Germany
Sartorius Lab Instruments GmbH & Co. KG
Otto-Brenner-Strasse 20
37079 Goettingen
Phone +49 551 308 3333

France
Phone +33 1 70 62 50 00

Austria
Phone +43 1 796 5760 16

Belgium
Phone +32 2 481 8412

Finland & Baltics
Phone +358 50 414 1628

Hungary
Phone +36 23 457 227

Ireland
Phone +353 1 808 9050

Italy
Phone +39 0362 5557 11

Netherlands
Phone +31 30 60 52 864

Poland
Phone +48 61 647 3830

Spain & Portugal
Phone +34 913 586 095

U.K.
Phone +44 1372 737 101

USA
Phone +1 800 635 2906

Argentina
Phone +54 11 4721 0505

Brazil
Phone +55 11 4362 8900

Canada
Phone +1 905 569 7977

Mexico
Phone +52 55 5562 1102

Australia
Phone +61 3 8762 1800

China
Phone +86 21 6878 2300

India
Phone +91 80 6814 8444

Japan
Phone +81 3 4586 0600

Malaysia
Phone +60 3 8996 0622

Singapore
Phone +65 6872 3966

South Korea
Phone +82 31 622 5700

Thailand
Phone +66 2643 8361-6