



Sartorius  
Instrument Services -  
Ensuring Compliance,  
Reproducibility and  
Reliability of Your Results

Simplifying Progress

**SARTORIUS**



## Your Global Life-Cycle Service Partner

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.

Life-Cycle  
Management

Globally  
Positioned

Over 400 Service  
Professionals

Certified  
and Accredited  
Services

# We Are Your Service Partner for All Sartorius Laboratory Products - and We Can Often Also Service Other Manufacturers' Products

		Technology									
		Laboratory Balances	Moisture Analyzers	Pipettes	Lab Water Systems	Sterisart® Pumps	MD8 Air Sampler	Incucyte®	iQue® Screener	Octet	Pioneer
Services	Installation	■	■		■			■	■	■	■
	Equipment Qualification (IQ/OQ)	■	■		■	■	■	■	■	■	
	Extended Warranty	■	■	■	■	■	■	■	■	■	■
	Calibration	■	■	■	■	■	■				
	Preventative Maintenance	■	■	■	■	■	■	■	■	■	■
	Service Contracts	■	■	■	■	■	■	■	■	■	■
	Original Spare Parts	■	■	■	■	■	■	■	■	■	■

Availability of services depends on country and region

## Laboratory Weighing

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

## Pipetting and Dispensing

- Mechanical Pipettes
- Electronical Pipettes
- Dispensers

## ForteBio Products

- Octet - BLI detection systems
- Pioneer - SPR systems

## Cell Analysis

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

## Industrial Microbiology

- Sterisart® - Sterility Testing
- MD8 - Air Monitoring

## 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  
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