

Octet[®] Service Contracts

Protect Your Octet[®] BLI Systems

Your Key Benefits

- Experienced factory-trained service engineers
- Full cost control with service contracts tailored to your specific needs
- Extended instrument lifetime and trouble-free operation
- Compliance with regulatory requirements



Whether operating single or multiple instruments, within single- or multi-site organizations, we ensure you have confidence in your results and peace of mind that your instrument is invariably performing to Sartorius corporation's specifications.



World Class
Service and
Support

Service Contracts

Protect your Octet® BLI systems from costly repairs with a service contract. We offer coverage options that meet any budget to help protect the longevity of your instrument, minimize downtime and ensure that your system functions and performs to factory specifications. We have a global network of qualified, factory-trained service engineers with industry experience, proficiency in service engineering and in-depth knowledge in the latest technological advances and maintenance procedures.

Compliance Assurance Contract

- One-year service contract for a GxP compliant lab provides full coverage of your Octet® BLI system
- Covers 100% of field service repairs, travel and parts
- Includes a scheduled PMOQ (preventive maintenance with OQ) visit
- Octet® RH96 system contracts include a PM and PMOQ at 6-month intervals

Performance Assurance Contract

- One-year service contract provides full coverage of your Octet® BLI system
- Covers 100% of field service repairs, travel and parts
- Includes a scheduled PM (preventive maintenance) visit
- Octet® RH96 system contracts include two PMs at 6-month intervals

Multi-Year Service Contract

- A multi-year plan that locks in current prices, allowing you to avoid annual price increases. Available up to 3 years

Essential Protection Contract

- One-year service contract designed to deliver a core level of service for systems central to laboratory operations, providing quality repair in a timely manner
- Covers 100% of labor and travel and 50% of any needed parts

Depot Service Essential Protection Contract (for Octet® N1 and Octet® AS)

- One-year depot contract provides full coverage of your Octet® N1 or Octet® AS
- Covers 100% of labor, parts and shipments to and from factory depot repair center

The following exclusions apply:

- Damage to the system and controller computer caused by the user or third party are not covered. Use of system outside of specifications, acts of nature, improper handling, unauthorized relocations, non-approved software are not covered.
- Use of customer-supplied computers is not recommended. Support or repair activity resulting from 3rd-party computers will be charged as a non-covered service.
- Additional user training, IQOQ or PQ service, PM or PMOQ service, or system relocations are billable events.