

Choose the right service for your ASSIST PLUS pipetting robot

INTEGRA strongly recommends annual preventative maintenance of the base unit. The maintenance by qualified INTEGRA technicians ensures:

- Reduction of unexpected failure
- Confidence for on-demand use of the system
- Long device life time



Choose between two on-site service options for the base unit, depending on your needs.

BASIC preventative maintenance

The BASIC program comprises annual maintenance of the base unit and calibration of D-ONE module(s) in your laboratory. The service will improve equipment reliability and guarantee performance within INTEGRA's original manufacturing specifications.

PLATINUM preventative maintenance

The PLATINUM program includes the same annual maintenance as the BASIC program. Additionally, subscribers to the PLATINUM program profit from a true worry free package that covers all repair costs that may occur during the year and guarantees you a working unit within 48 hours.

Service contents	BASIC	PLATINUM
Preventive maintenance of one base unit	✓	✓
Operational and safety functions test, mechanical and electrical parts check, inspection for wear		
Validation and calibration of (4) VIAFLO/VOYAGER pipettes and/or D-ONE modules *	✓	✓
Detailed documentation of preventative maintenance checklist	✓	✓
Maintenance sticker for base unit	✓	✓
VIAFLO/VOYAGER pipette and/or D-ONE module calibration certificate	✓	✓
Free replacement of wear and tear parts on base unit and D-ONE modules	✓	✓
Firmware update if available	✓	✓
Material and labor in case of a repair of the base unit and pipettes/D-ONE modules **	-	✓
Loaner ASSIST PLUS during repair if needed	-	✓
Availability of a working unit within 2 working days (48 hours) by repair or loaner *** 48 h begins after confirmation of the case by INTEGRA	-	✓
One year warranty applied from date of contract, including material and labor for repairs	-	✓

* D-ONE Modules calibrated on-site. VIAFLO/VOYAGERS returned for depot service.

** Repairs are only covered under following conditions:

1. Unit and pipettes / D-ONE modules must be in working condition before entering the full program
2. Pipetting only aqueous solutions but not aggressive substances such as acids and strong solvents

*** 48-hour guarantee applies only to ASSIST Plus base unit. Expedited shipping and repair coverage provided to Platinum customers for VIAFLO/VOYAGER pipettes and/or D-ONE Modules.

Loaner instruments will be shipped to Canadian customers within 48 hours, but delivery time cannot be guaranteed.

Order information on-site service

Description	Part number	
	BASIC	PLATINUM
ASSIST PLUS preventative maintenance program	990071	990072
Additional pipette calibration – PLATINUM		990073

Please note:

- Instrument must be new or in full working condition before entering a PLATINUM contract.
- PLATINUM contract is only available for instruments up to 10 years old or 500'000 cycles.

Disclaimer:

- On-site services only available to BASIC and PLATINUM customers

INTEGRA calibration offering

INTEGRA recommends handheld pipettes and D-ONE modules are calibrated on an annual or semi-annual basis, dependent on individual lab needs. This service is provided at INTEGRA headquarters, where they are tested in our climate-controlled laboratory. INTEGRA offers a number of different calibration options. For all calibration needs, please contact INTEGRA Biosciences directly.



Service contents	Calibration	Repair
Visual inspection for external damage and cleaning	✓	✓
Change of external O-rings, where applicable	✓	✓
Leak test of all channels and full functional inspection	✓	✓
Calibration with certificate	✓	✓
Maintenance and repair		✓
Maintenance with individual replacement or repair of any defective parts	-	✓
Option: as-found		
Validation of performance before servicing, offering traceability	Available	Available
As-found calibration with certificate		
Recommended service frequency	1x per year	If needed

To learn about available calibration plans, please contact INTEGRA Biosciences for details.

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