



Analytical and Life Science Specialists

COMPLETE SERVICING



- ✓ Service
- ✓ Validation
- ✓ Training
- ✓ Technical Support
- ✓ Consumables

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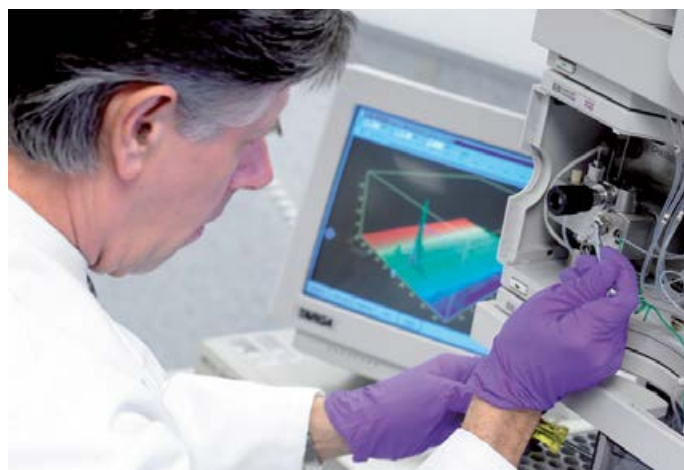
www.verulamscientific.com



Verulam Scientific have a team of fully trained engineers to advise and support our customers throughout the UK and Ireland. We offer a range of maintenance plans and repair service on most makes and models of HPLC equipment. This includes support for bespoke systems where the component modules are from a variety of manufacturers built to perform a specialised application.

Verulam Scientific offer service and support on many models of analytical and life science laboratory instruments. Working in collaboration with worldwide manufacturers we offer seamless packages from point of sale throughout the working life. Where systems include a mixture of manufacturers instruments, we endeavour to cover the entire system with our service plans. These include:

- Agilent HPLC
- Antec Scientific Electrochemistry
- Bertin Life Sciences
- Bioyond Robotics
- BLT Imaging
- CTC analytics
- HTX Technologies
- Hudson Lab Automation
- Interscience GAS chromatography
- Knauer HPLC
- Shimadzu HPLC
- Spark Holland Symbiosis



ORGANISATION

- Dedicated service administration team
- Strategically located engineers throughout the country
- Versatile data recording procedure to track your job from beginning to end
- Statistical analysis and custom reporting to give true cost of ownership information for budgeting
- Technical support facility including a workshop fully equipped for detailed testing and diagnosis
- Comprehensive stock of spares and consumables



SERVICE CONSUMABLES

Verulam Scientific are long established specialists in the supply and support of Chromatography Consumables. We are committed to offering you a fast efficient service that we believe separates Verulam Scientific from the competition. We work closely with the OEM which enables Verulam Scientific to offer a wide range Chromatography Consumables.

- Complete Valves
- Valve Stators
- Needle Seals
- Syringes
- Valve Rebuild Kits
- Peek Tubing
- Tubing & Fittings
- Pump Service Kits

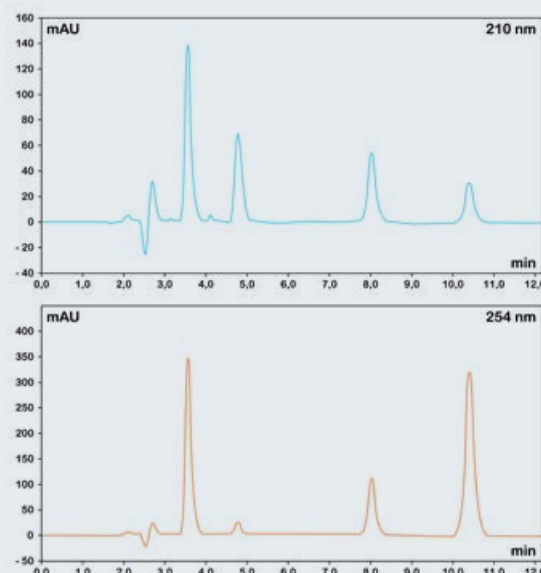
TESTIMONIALS

"We purchased the repair and maintenance service, because we needed highly qualified engineers to take care of our lab purification equipment. We recommend Verulam Scientific's service without hesitation. They provide very good quality and fast service, they are professional, efficient and friendly."

Emilie Sellier
Chemistry Scientist, Vernalis Research

"Verulam have provided excellent customer service in addition to maintaining a continuous, open and friendly dialogue with us to address any and all queries regarding the equipment. The product was purchased to analyse neurotransmitter levels in microdialysates taken from various rodent brain regions, it was delivered in a timely manner, with careful consideration given by Verulam to our budget and business need. We have been able to continue and improve our working practices with the equipment and servicing supplied. Verulam are reliable, well-priced and very amenable; they would come very highly recommended."

Dr Harriet Day, Senior Scientist
Senior Scientist, In vivo pharmacology, Sygnature Discovery





SERVICE PLANS MATRIX

Key Features Included	Preventative Maintenance		Comprehensive Cover		Premium Cover	
	Low use	High use	Low use	High use	Low use	High use
One preventative maintenance visit per year	✓		✓		✓	
Repair call outs, travel and labour included	Discounted	Discounted	✓	✓	✓	✓
On-site response assurance			Optional	Optional	72 hour	72 hour
Manufacturers' upgrade programme	✓	✓	✓	✓	✓	✓
Software revisions			✓	✓	✓	✓
Free technical support	✓	✓	✓	✓	✓	✓
Parts included (except consumables)					✓	✓
Training discount	✓	✓	✓	✓	✓	✓
Qualification programme discount	✓	✓	✓	✓	✓	✓
Service parts discount			✓	✓	✓	✓

Option 1 Preventative Maintenance

- One routine preventative maintenance visit per annum
- Any further service callouts will be at a reduced travel and labour and will be subject to a minimum call-out charge, which will cover the first 3 hours of travel and labour.
- Priority scheduling of repair requests.
- Manufacturers upgrade program
- Multi instrument discount scheme

Option 2 Comprehensive Cover

- One routine maintenance visit per annum.
- All travel time for instrument failures
- All engineer's labour time
- Free software revisions
- Technical support
- Priority scheduling of repair requests (72- and 48-hour response assurance available at extra cost)
- Manufacturers upgrade program
- 10% discount on all parts fitted during service
- Multi instrument discount scheme

Option 3 Premium Cover

- One routine maintenance visit per annum.
- Any on-site travel time for instrument failures
- All engineer's labour time
- Full PM service kit included
- All repair parts supplied free of charge
- Defined service response assurance
- Where specified Operation Qualification included
- Where specified Performance Qualification following service included
- Manufacturers upgrade program
- Any return shipping charges for workshop repairs
- Technical support
- Free software revisions

Off Contract

- All labour time charged per hour
- All travel time charged per hour
- All breakdown repair visits will be subject to a minimum call-out charge and cover the first 3 hours of travel and labour.
- Parts list Price

QUALITY REGULATORY COMPLIANCE FOR ANALYTICAL SYSTEMS

Verulam scientific offer a full range of validation services for analytical systems including

- I/Q Installation qualification
- O/Q Operation qualification
- P/V Performance verification

Our manufacturers qualification packages are supplied and implemented with fully trained engineers. All calibrated tools and reference materials are included in the package to ensure a quick and efficient service.

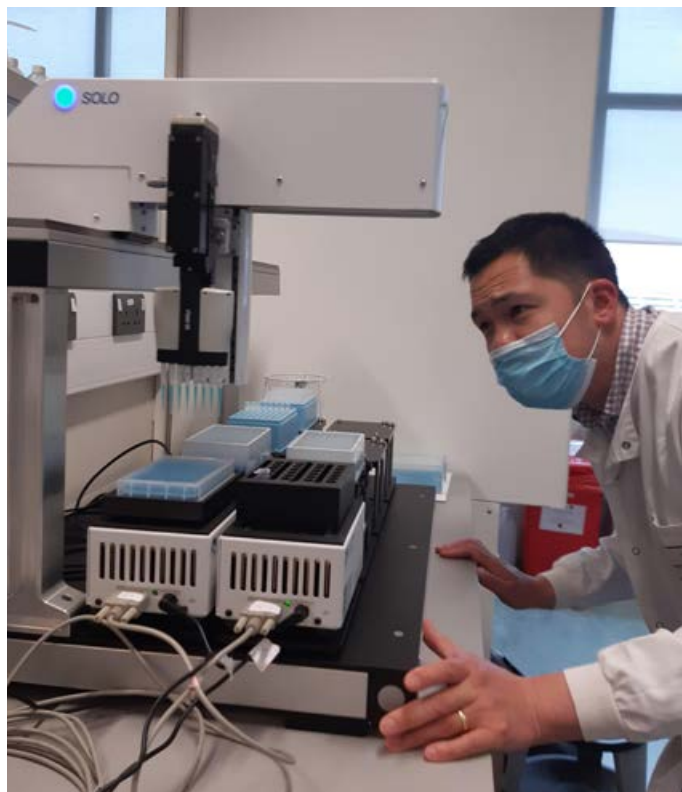
Documents are available for preview acceptance prior to tests being ordered.

EFFICIENT AND HARMONISED

Our service uses one standard GC and HPLC validation approach for all instruments.

COMPREHENSIVE AND FLEXIBLE

We supply software, SOPs, reference materials plus all the required instrument or calibrated tools for most analytical systems.



OUR QUALIFICATION / VALIDATION OFFERS

- Complete maintenance history, system history and inventory of components and documentation.
- Universal IQ, OQ, PQ template format.
- Verification of components' installation including electrical, plumbing, and communication connections.
- Verification of components' functionality, operation, and conformity to manufacturer's specifications.
- Performance verification of laboratory equipment for routine R&D, QA/QC, EPA, FDA, and client-compliance operation
- Pre-scheduled and annual instrument qualification / validation programs matched to your company's needs and budget.
- Cost effective and fast turnaround for your laboratory equipment IQ, OQ, PQ verification.

TECHNICAL SUPPORT

Verulam Scientific strive to offer comprehensive technical support to help you with your instrumentation, ensuring it remains reliable and easy to use. Our dedicated support team are highly experienced and receive the latest training from our suppliers to keep them abreast with the latest developments on all aspects of our products.

Our support specialists are here to help you in any situation:

- Application Support - guidance with application development, helping you find the solutions you need
- Hardware and Software Support - providing our expertise in troubleshooting your instrumentation
- Technical information - provide information on all our products and help discuss any technical queries you may have.



TRAINING

- Verulam Scientific can offer training to support you with maintaining and trouble shooting your instrument to minimize laboratory downtime.
- Training sessions can be customised to cover your specific requirements and can be delivered on site or at our demo facility*

**Instrument dependant*

VISIT OUR WEBSITE FOR MORE DETAILS

