

# Service and Support

Chromatography | Sum Parameters | Biotechnology | Mass Spectrometry | Spectroscopy | Software | Testing Machines





## Why Shimadzu Service and Support?

### Complete Peace of Mind

Post-sales service and support is a vital and long-term consideration when investing in capital instrumentation for your laboratory. Shimadzu provides you with complete peace of mind for all aspects of your instruments care including

- installation
- warranty repair
- on-going annual preventative maintenance
- emergency intervention services
- applications and software support
- readily available OEM parts and consumables
- equipment qualification services
- tailored user-training courses designed to meet your specific needs.

## Committed to Service and Support

When you call Shimadzu, you will always reach one of our staff members directly, without any computer or answer machine interceding. We believe in personal contact.

Shimadzu offices have unique direct access lines for sales and service. These local offices are close to the most important marketplaces.

Our commitment is to "Best in Class" instrumentation as well as "Best for our Customers" services, in order to support you and your equipment throughout its working life.





# 改善

Kaizen – striving towards continuous improvement

## Kaizen is the Key to Quality of Service

Shimadzu's European Field Service teams are continually measured against two Key Performance Indicators:

- Response to Site
- First Time Fix.

We use Kaizen (continuous improvement) to cut response times and ensure a first time fix whenever possible. Our experienced engineers are geographically best placed to provide responsive

service when you require it. Only Shimadzu's engineers have access to our regularly updated technical information database, and use only genuine OEM parts.

## Training According to Your Needs

Shimadzu's Customer Training Services assist users of all our products to quickly become experts with instrument operation and application software.

We provide courses ranging in content from initial familiarization instruction provided by the installing engineer through user maintenance, basic and enhanced software operation to advanced applications training covering the entire life cycle of the instrument.

Shimadzu offers scheduled courses on its premises, as well as, on-site training at the customers venue. The training focusses on the client's specific needs and levels of expertise. Students will receive a certificate for each training session attended.

For more information, please contact your local Shimadzu office.





## Equipment Qualification Services

For regulated laboratories, Shimadzu offers Installation and Operational Qualification (IQOQ) documentation for our current analytical instrumentation and software products, including Pharmacopeia testing requirements where relevant.

All of our IQOQ documents and services support your CFR21 part 11 compliance demands.

Optionally, to maintain the regulatory compliance of your equipment, the Operational Qualification (OQ) can be

performed periodically where documented assurance of system performance based on comparison with traceable standards is routinely required.

## Professional Documentation Meets Highest Industry Standards

As an ISO-9001 certified company, Shimadzu has a professional approach to all documentation prepared for customers.

This documentation ranges from maintenance quotations to IQOQ documentation and preventative maintenance method statements to certificates of

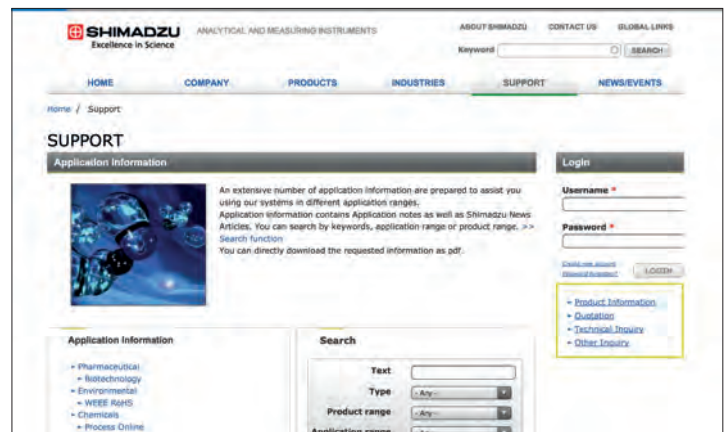
calibration – all of them meet or exceed the highest industry standards.



## Extending Your Know-How: the Application Notes Database

The extensive and ever-growing application notes database offers a wealth of applicative information by Product Type, Industry Grouping, and Key Word. It supports both application developers and laboratory managers.

Just enter the Support section on [www.shimadzu.eu](http://www.shimadzu.eu)



# Maintenance Solutions

Maximize your Shimadzu instrument's productivity, longevity and uptime, while at the same time reducing your total cost of ownership

Shimadzu's preventative maintenance and intervention services are always conducted by factory trained and certified engineers. Shimadzu offers a range of maintenance and repair solutions

designed to meet every customer's requirements and expectations: whereas many clients choose service agreements providing responsive maintenance and repair while ensuring easier budgeting,

others prefer to carry out front-line trouble shooting and maintenance tasks on their own, only calling for service on demand.

## Customizable Service Agreement Options

Preventative Maintenance performed by factory trained Shimadzu Field Service Engineers is key to reliable system operation.

Whether you work in a highly regulated or non-regulated laboratory, our Service Administration staff is trained to schedule Planned Maintenance and Intervention visits at your convenience, meeting your specific demands.

Shimadzu offers a range of "best fit" Service Agreement options as well as customizable support for your individual requirements.

### Maintenance Cover Plans: (PM = Preventative Maintenance)

- PM Standard  
1 PM visit excluding spare parts and maintenance parts
- PM & Repair Standard  
1 PM visit and repair visits excluding spare parts and maintenance parts
- PM & Repair Plus  
1 PM visit and repair visits including spare parts but excluding maintenance parts
- PM & Extended Warranty  
1 PM visit and repair visits including spare parts and maintenance parts

### Options for Cover Plans:

- Performance Verification with certification (Operational Qualification)
- Additional PM visits
- Assured response time within 48 hours
- Warranty Extension

For more information, please contact your local Shimadzu office.

## User Support Around the Clock: "Virtual Advisor"

The interactive 24/7 "Virtual Advisor" website provides helpful information relating to LC prominence, LCMS-2020, TOC-V and TOC-L series, e.g. for daily and periodic maintenance and operational tests as well as troubleshooting.

Information and video-supported guidance for larger maintenance tasks cover the exchange of syringes, tubing and o-rings, for instance.

In case of problems, the Virtual Advisor guides the user from diagnosis through to solution using an interactive question and answering process with supporting flow diagrams.



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Founded in 1875, Shimadzu Corporation, a leader in the development of advanced technologies, has a distinguished history of innovation built on the foundation of contributing to society through science and technology. We maintain a global network of sales, service, technical support and

applications centers on six continents, and have established long-term relationships with a host of highly trained distributors located in over 100 countries. For information about Shimadzu, and to contact your local office, please visit our Web site at [www.shimadzu.eu](http://www.shimadzu.eu)



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