

BINDER *Service*

100 % performance and availability



“Optimum unit performance at all times and simulations that are consistently reliable – with the modular BINDER service concept for every requirement.”

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BINDER service modules

The right components for maximum efficiency

With BINDER simulation chambers, reliable operation is already part of the package. As a leading manufacturer, we do not just produce durable premium-quality products; we also offer a comprehensive service concept. This complements our units perfectly and ensures consistently high productivity and availability. This preventative service provides you with security – and maximum performance at all times.

OUR SERVICE PORTFOLIO

ALL-ROUND SUPPORT

- MAINTENANCE
- CALIBRATION
- INSTALLATION
- QUALIFICATION AND VALIDATION
- LEAK TESTING
- MAINTENANCE CONTRACTS
- SPARE PARTS
- REPAIRS
- TRAINING COURSES AND SEMINARS



Advantages of BINDER Service

So many pluses –
thanks to maintenance and support



PREVENTION OF SYSTEM FAILURES

Regular maintenance by BINDER enables trouble-free operation of your unit over the duration of its service life without any unpleasant surprises.



HELP DESK SUPPORT – KNOWLEDGEABLE AND RELIABLE

Our technical experts know the entire product range like the back of their hand. Practical feedback is incorporated into our processes – it is the basis for our first-class support and for the further development of our premium products in the future.



WORLDWIDE SERVICE NETWORK

By purchasing a BINDER product, you automatically gain access to the worldwide BINDER service network.
The worldwide network of BINDER technicians with affiliated repair shops ensures quick and efficient troubleshooting anywhere and at any time.



AUTHORIZED SERVICE TECHNICIANS

BINDER service technicians undergo annual training and are awarded a certificate. This helps us to ensure that our experts are always up to date with the latest state of the art technology.



EASY QUALIFICATION AND VALIDATION OF UNITS

The qualification of equipment in the pharmaceutical and medical industry is a significant part of quality assurance and is required by law. BINDER is happy to help you carry out and record the time-consuming unit tests required as part of the GMP or GLP certification.



PREDICTIVE PLANNING OF COSTS THANKS TO FIXED PRICE LEVEL OF MAINTENANCE CONTRACTS

A BINDER Maintenance contract provides you with the best possible conditions and a stable price level over the entire contract period. Find out more on page 10 of this brochure.



Portfolio details

Our service modules are described below

MAINTENANCE

During each maintenance check, all mechanical, electrical, and electronic unit components undergo a visual and functional test and are replaced in good time if necessary. The work carried out is documented in the maintenance plan. In addition, the technician also checks whether the actual temperature in the chamber matches the set target temperature on the controller within the permissible limits.

BINDER recommends an annual maintenance check for all units.

CALIBRATION WITH CERTIFICATE

During calibration, the technician checks and readjusts the unit settings (such as temperature, relative humidity, CO₂, O₂, pressure, etc.) if necessary. For this purpose, the chamber must be in a regulated state. After completing the calibration, BINDER will provide you with a calibration certificate. The certificate takes into account the recommendations of the DAkkS (Germany's national accreditation body) guidelines. The number of measuring points can be varied if desired.

INSTALLATION AND COMMISSIONING

Installation includes unpacking and setting up the unit, and connecting the unit to the power supply and other media (water, sewage, gas), where applicable and necessary. In addition, a function test is carried out after switching on the unit during commissioning.

Modular service concept

Portfolio overview

- Maintenance
- Measurement and calibration options
- Other service options

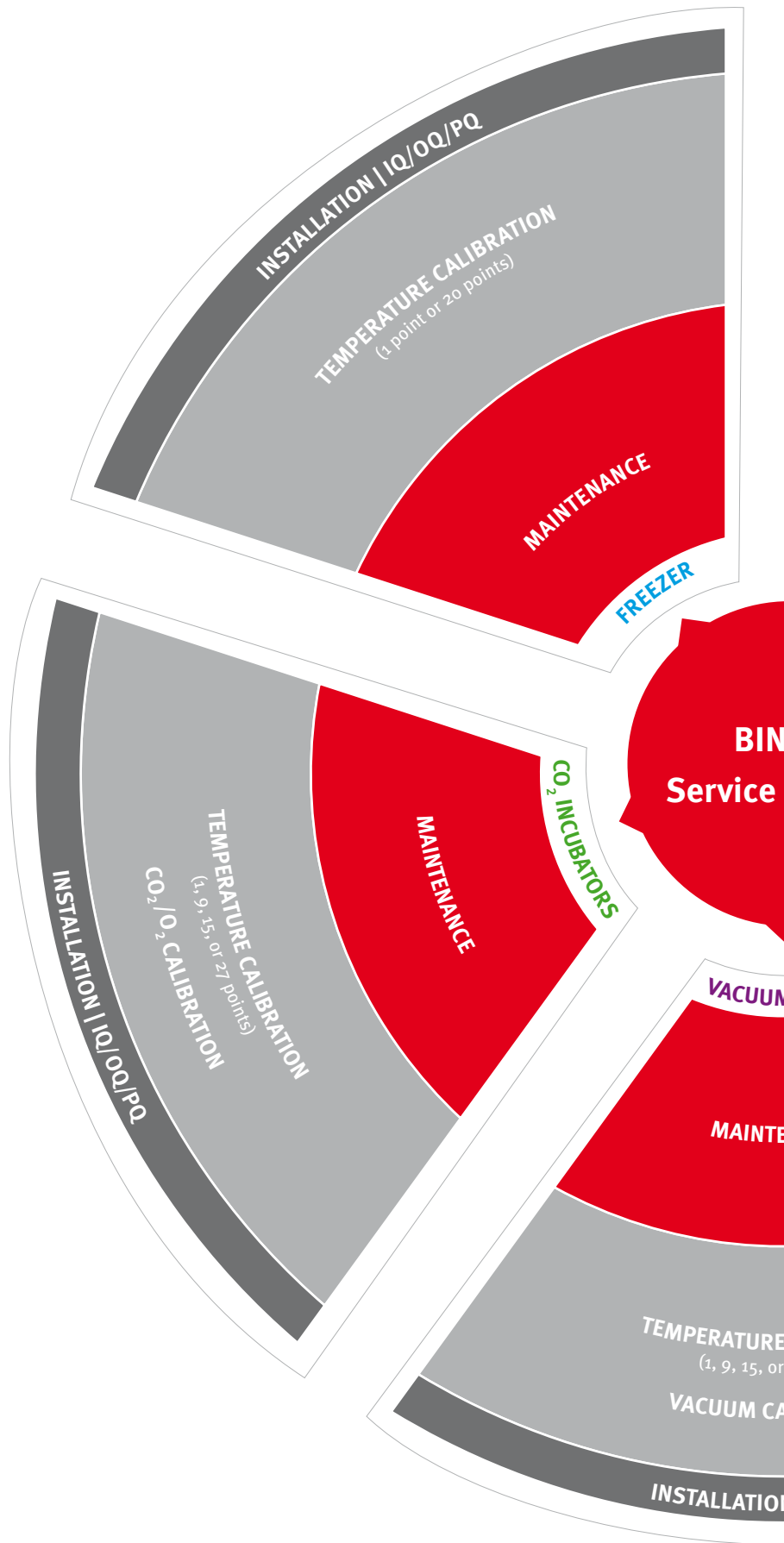
- FREEZER**
UFV

- HEATING UNITS**
B / BD / BF / E / ED / FD / FDL / FED /
FP / M / MDL

- COOLING UNITS**
KB / KBF / KBF LQC / KBF P / KBW /
KBWF / KMF / KT / MK / MKF / MKT /
MKFT

- VACUUM UNITS**
VD / VDL / VDL EX

- CO₂ INCUBATORS**
C / CB



DER
portfolio

M UNITS

ENANCE

CALIBRATION
(27 points)
LIBRATION

N | IQ/OQ/PQ

INSTALLATION | IQ/OQ/PQ

TEMPERATURE CALIBRATION
(1, 9, 15, and 27 points)

MAINTENANCE

HEATING UNITS

COOLING UNITS

MAINTENANCE

TEMPERATURE CALIBRATION
(1, 9, 15, or 27 points)

1-POINT RELATIVE HUMIDITY CALIBRATION
and temperature (1, 9, 15, or 27 points)

LIGHT CALIBRATION

LEAK TESTING | INSTALLATION | IQ/OQ/PQ

Portfolio details

Our service modules are described below

QUALIFICATION – IQ / OQ / PQ

The consistent quality of the products we manufacture – not to mention the reproducibility of test processes – is fundamental to the laboratories and production facilities which operate subject to GMP or GLP requirements. The resulting obligation to provide supporting evidence requires a large number of unit tests to be carried out and recorded precisely. BINDER is happy to help when it comes to significantly reducing the workload in qualifying and validating units.

IQ stands for Installation Qualification and confirms that the unit has been properly installed according to customer requirements including documentation. The technician checks that the unit has been installed correctly, as specified in the qualification folder. The qualification folders can be ordered on a unit-specific basis.

OQ stand for Operational Qualification, which checks and confirms that the unit is operating properly in an unloaded state. The required tests are available in the qualification folder.

PQ stands for Performance Qualification, which checks and documents the unit function in the loaded state under customer-specific requirements. The required tests are defined by mutual agreement according to customer specifications.

LEAK TESTING

Leak testing under Regulation EC842/2006 ensures that the leak-tightness of systems containing hydrofluorocarbons is periodically checked and recorded.



CHECKLIST ON PAGE 13

Thanks to our BINDER Maintenance contract, you can combine the service modules that are suitable for your unit into an ideal cost-effective comprehensive package. Use the form on page 13 (fold-out page) to send us an initial inquiry. The BINDER staff will be happy to help and advise you.

You can also fill out our online form:
go2binder.com/en-service-contracts



BINDER Maintenance contract

All service advantages on a long-term basis

Only units in top condition can meet ambitious targets regarding quality, productivity, and compliance. A BINDER maintenance package supports smooth laboratory processes and provides the necessary freedom for your core business. Maintenance, qualification, and calibration of the

BINDER simulation chambers are carried out automatically – without any organizational, scheduling, or order processing work. Another advantage: When you conclude a Maintenance contract, your unit warranty will be extended.

MAINTENANCE CONTRACT

SCOPE OF SERVICES



CONTRACT PERIOD
3 years



MAINTENANCE INTERVAL
12 months



PRICE
20 % discount on the service price



WARRANTY EXTENSION
The warranty is extended from 24 months to 36 months when you sign up for a warranty package within 3 months of the delivery date.



IN ADDITION
Automatic reminder when maintenance is due

BENEFIT

Special contract terms during the entire contract period:

- 10 % discount on spare parts used
- Approx. 15 % lower hourly rate for all service calls

BINDER Service according to the situation

All service advantages as required

You can order individual maintenance modules according to your current requirements. The required maintenance, measurement, and calibration

options as well as services such as installation and unit qualification can be ordered without any contractual obligation.

AS REQUIRED

SCOPE OF SERVICES



No CONTRACT PERIOD



MAINTENANCE INTERVAL
Depends on order



PRICES
List prices



IN ADDITION
Use of the entire BINDER
service portfolio

BENEFIT

- The entire scope of services can be ordered once without any contractual obligation



SERVICE / CONTACT

Phone: +49 (0) 7462/2005-522

E-mail: MaintenanceContracts@binder-world.com

Additional services

100 % security

SPARE PARTS SERVICE

Only BINDER original spare parts ensure full and satisfactory performance of your simulation chamber and a complete, unrestricted warranty from us as a manufacturer on a long-term basis. For this reason, we produce spare parts of the famous BINDER premium quality for each product series and make sure that these are available both from us and our suppliers.

The BINDER service points and our partners around the world ensure a quick delivery service.

Advantages

- Tried-and-tested premium quality from BINDER
- 100 % warranty
- Rapid dispatch – by express delivery if requested
- Worldwide BINDER service points

REPAIRS

When it comes to dealing with technical problems, the efficient BINDER repair service is at your disposal no matter where you are in the world. Our technical experts know the entire product range like the back of their hand and can help you quickly and competently.

Advantages

- Global network of technicians and repair shops
- Short downtimes / quick reactions
- No production stoppages
- Efficient repair processing

TRAINING COURSES & SEMINARS

Along with our leading product portfolio, here at BINDER, we also offer a training program aimed at both users and our service employees and partners. Our BINDER experts, with their many years of experience, carry out the training and give the participants exclusive access to the latest technical topics from the product range.



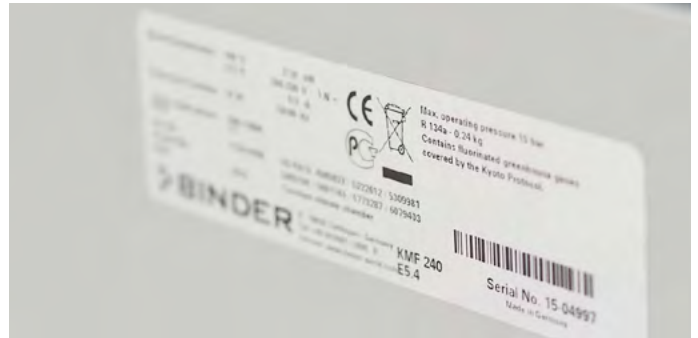
You can find up-to-date information on our website
go2binder.com/en-service-offerings

PRODUCT REGISTRATION

Simply register and start enjoying the benefits. When you register your BINDER climate chamber online, you can start enjoying the many benefits immediately and free of charge. To do this, all you need is the unit's serial number and your contact details, nothing else. With your exclusive customer account, you can then pick up pointers on the entire product line.
[› go2binder.com/en-product-registration](https://go2binder.com/en-product-registration)

The advantages of product registration

- Easier to get in touch with us or to submit queries as your details are already entered on the form.
- Access to the BINDER white papers – without re-registration.



Register now! Simply enter the serial number of your BINDER environmental simulation chamber. You will then receive your BINDER customer account and will be able to start enjoying the benefits free of charge. You can find your product serial number on the label beneath the bar code.

DOWNLOAD CENTER

Are you looking for product data sheets, technical drawings, software updates, or up-to-date specialist knowledge? The BINDER Download Center is where you can download everything you need for your day-to-day projects in no time at all. This area offers targeted access to all the latest BINDER information and know-how without the need to sign up.
[› go2binder.com/en-downloads](https://go2binder.com/en-downloads)

SERVICE POINTS

Our comprehensive Service & Support options are available to our customers all over the world. With service technicians and over 50 service partners around the world, we are where our customers are – and we are actively involved in dealing with requests from global companies, institutes, and research facilities.

GERMANY & THE REST OF EUROPE

Mo–Fr: 8:00 a.m. – 5:00 p.m. (CET/CEST)

Phone: +49 (0) 7462 2005-555

E-mail: service@binder-world.com



BINDER GmbH
Tuttlingen, Germany

Tel +49 7462 2005 0
Fax +49 7462 2005 100
info@binder-world.com
www.binder-world.com

Representative Office for CIS
Moscow, Russia

Tel +7 495 988 15 16
Fax +7 495 988 15 17
russia@binder-world.com
www.binder-world.ru

BINDER Asia Pacific (Hong Kong) Ltd.
Kowloon, Hong Kong, P.R. China

Tel. +852 39070500
Fax +852 39070507
asia@binder-world.com
www.binder-world.com

BINDER Inc.
Bohemia, NY, USA

Tel. +1 631 224 4340
Fax +1 631 224 4354
usa@binder-world.com
www.binder-world.us

**BINDER Environmental Testing Equipment
(Shanghai) Co., Ltd.**
Shanghai , P.R. China

Tel. +86 21 685 808 25
Fax +86 21 685 808 29
china@binder-world.com
www.binder-world.com