BINDER
Best conditions for your success

BINDER Service Solutions

100 % Competence and reliability



EN

BINDER Services
All Over the World



▸ Useful links

Your quickest way to a solution:
Get in touch with us.

BINDER
My Support Center

Download documents
and software

BINDER
Download Center

Register your chamber and benefit:

- 1 year warranty extension or
- Free license for our APT-COM 4 multi-management software

BINDER
Product registration

The durable BINDER chambers guarantee you the best productivity and availability from day one. With regular maintenance, our premium products can serve you even longer.

Reliable & Certified **BINDER Service & Support**

- Maintenance and maintenance contracts
- Installation
- Calibration
- Qualification IQ/OQ/PQ
- Leak test
- Spare parts and spare part kits
- Repairs

What You Can Expect from **BINDER Services?**

Every laboratory has its special operational demands. Our services are flexible, personalized, and specifically structured to ensure consistent device accuracy, reliability, and compliance.

- Prevention of system failure
- Helpdesk support – fast and professional
- Worldwide service network
- Authorized service technicians
- Easy qualification of units
- Predictable costs with fixed price for the maintenance contract





> Protect your research, ensure accuracy, and maximize uptime with our tailored professional maintenance solutions.
>
> Peter Vogel, International Customer Service Manager BINDER

BINDER Maintenance
Why It's so Important.

Avoid costly breakdowns: Regular service keeps your chambers running reliably and prevents downtime.

Accurate results need stable conditions: Regular calibration ensures your tests are precise and repeatable.

Good service means no stress: No breakdowns. No delays. Just smooth operation – every day.

Compliance matters: Our service ensures your equipment meets all standards and documentation requirements.

You focus on research – we'll handle the rest: No stress about maintenance or unexpected failures.

Make your chambers last longer: Well-maintained equipment lives longer and performs better. It's that simple.

Our experts tailor service to your needs: Precise, reliable, and standard compliant.

BINDER Maintenance Contracts

Regular checks prevent costly downtime,
ensuring smooth and uninterrupted research.

Which plan is right for your lab?

	 Basic Maintenance	 Extended Maintenance with Calibration	 All-Round Carefree Package for the Highest Demands
Annual Maintenance Interval	✓	✓	✓
Automatic Annual Reminder	✓	✓	✓
Contract Duration	3 years	3 years	3 years
General Inspection	✓	✓	✓
Functional Check	✗	✓	✓
Calibration	✗	✓ No certificate	✓ With certificate
Spare Parts Discount (20%)	✓	✓	✓
Free Replacement of Wear Parts	✗	✗	✓

+ **Save money** – Lock in a fixed maintenance price for 3 years and avoid unexpected costs.

+ **Save time** – No need to worry about scheduling maintenance or calibration, our engineers handle everything.

+ **Exclusive benefits** – Enjoy compliant documentation, free replacement of wear parts and special discounts on spare parts.

Ensuring **BINDER Chamber Accuracy & Reliability**

Your annual maintenance plan

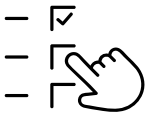
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Certified engineer visit

Qualified technician visits your lab to ensure peak performance.

2

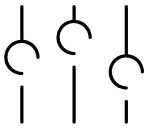


Inspection & functional check



General inspection and complete functional checks to verify the condition and performance of your equipment.

3

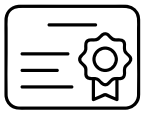


Calibration



Precise calibration at your requested setpoint to maintain accurate results.

4

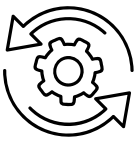


Calibration certificate



Professional certificate issued to fulfill quality assurance documentation needs.

5



Free replacement of wear parts

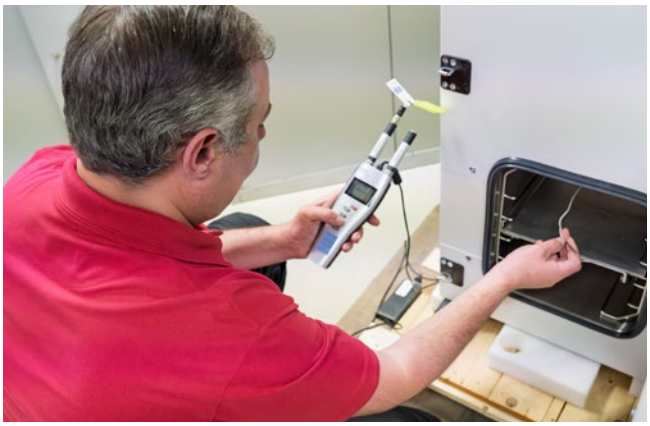


Service technician replaces worn parts – free of additional charge.

Your Research –
Secured. Reliable. Accurate.

Flexible Maintenance Services as Required

Not ready for a contractual commitment?
Choose the service you prefer.





One-time maintenance

▸ What you can expect?

- Customized maintenance intervals that fit your laboratory schedule
- Services and spare parts billed based on current list price
- Unrestricted access to entire professional maintenance service offerings

▸ Why it is important?

- Avoid costly breakdowns
- The service ensures your equipment meets all standards
- Make your chamber last longer

Leak test

▸ What you can expect?

- Leak testing in accordance with Regulation (EU) 517/2014
- Inspection of all critical connections for tightness
- Complete documentation of test results

▸ Why it is important?

- Prevents leaks and environmental damage
- Keeps your system safe and efficient
- Avoids costly fines and repair

Absolute Accuracy from Day One

Maximize your chamber performance and process reliability through professional installation and calibration.





Installation and commissioning

▸ What you can expect?

- Unit setting up
- Connecting unit to the power supply and other media (water, sewage, gas)
- Electrical test (VDE Standard)
- Function test during unit commissioning

▸ Why it is important?

- Correct first-time setup
- Ensure efficient and safe operation from day one
- Your insurance for equipment long-time functionality

Calibration with certificate

▸ What you can expect?

- Technical check
- Readjustment of the unit settings (such as temperature, relative humidity, CO_2, O_2, pressure, etc.) if necessary
- Calibration with desired number of points, temperature mapping
- Issue of Calibration Certificate in accordance with national guidelines

▸ Why it is important?

- 100% proven performance accuracy
- Certificate on paper

Secure Quality with **Customized Qualification**

BINDER supports laboratories and production facilities operating under GMP and GLP conditions by significantly reducing the workload for device qualification – while ensuring precise, reproducible testing and consistently high product quality.



Qualification – IQ / OQ / PQ

▸ What you can expect?

- Fully compliant documentation, covering all “what if” cases.
- Each qualification folder is created individually in response to the ordered unit configuration.
- Each option is listed and, if appropriate, tested with IQ/OQ.
- Qualification folders can be ordered for all chamber types, even for old equipment (e.g., early 90’s).
- Each IQ/OQ/PQ test is preceded by the aim of the test.
- Upon your request, folders can be adjusted. The request will be considered without additional charge.
- The checklists that guide you step-by-step through the IQ, OQ, and PQ tests. All tests can be repeated for years.
- On request, you can obtain a PDF copy for approval before finalizing the documentation.
- BINDER can provide IQ/OQ/PQ execution performed by certified technicians

▸ Why it is important?

- Fully-compliant GLP/GMP documentation to minimize your workload
- Reliable and reproducible test results

Expert Technical Support Right when You Need It

Our specialists deliver quick solutions, that keep your equipment running smoothly.



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.

Advantages

- Trusted BINDER quality, tested and proven in practice
- Fast shipping with express deliveries
- Worldwide BINDER service points



Repairs

When it comes to dealing with technical problems, 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



Spare part kits

We have developed spare parts kits that group together parts that are often replaced at the same time. These kits help ensure better repair quality as they also include nearby components that tend to wear out along with the main part. This ensures a more reliable and long lasting repair.

Advantages

- Streamlined repairs: All necessary parts and an informational leaflet in one package
- Improved Quality: Pre-assembled kits reduce the risk of missing or incorrect parts selection
- Stock availability: the delivery time is reduced.

BINDER Service Team Is Happy to Support You!

Helpdesk

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Informationen und Technischen Daten sind vorbehalten