

BINDER Service

100 % performance and availability





BINDER Service

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BINDER Service

So much added value – thanks to maintenance and support

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.

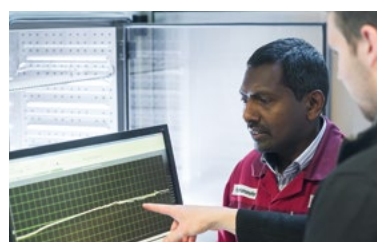
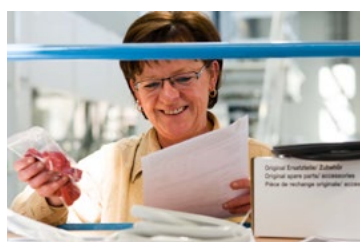
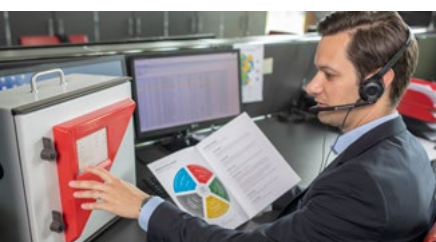
Trained and certified BINDER Service technicians

The BINDER Service team is made up of highly trained and certified technicians who undergo annual training at the BINDER headquarters.

The technicians receive expert training in all aspects of electronics, control electronics, cooling, and mechanics.

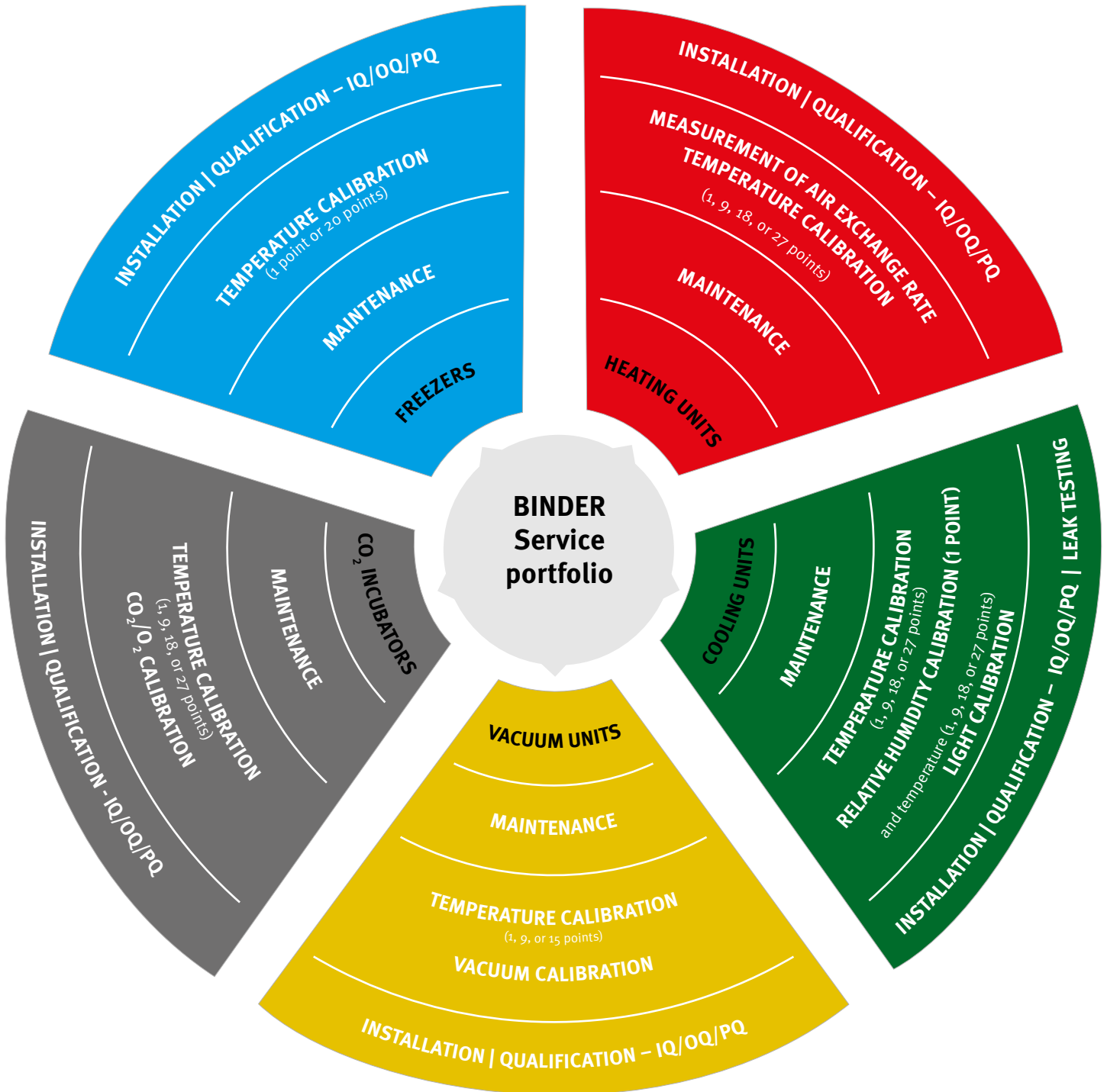
OUR ALL-ROUND SERVICE PORTFOLIO

- Maintenance
- Calibration
- Installation
- Qualification and validation IQ/OQ/PQ
- Leak testing
- F gas testing and validation
- Maintenance contract
- Spare parts
- Repairs
- Training courses and seminars



Modular service concept

The right components for maximum efficiency



BINDER product groups:

FREEZERS

Series:

UFV

HEATING UNITS

Series:

B / BD / BD-S / BF / E / ED / ED-S
FD / FD-S / FDL / FED / FP / M

COOLING UNITS

Series:

KB / KBF / KBF-S / KBF LQC / KBF P / KBW
KBWF / KMF / KT / MK / MKF / MKT / MKFT

VACUUM UNITS

Series:

VD / VDL

CO₂ INCUBATORS

Series:

C / CB

Portfolio details

Our service modules in detail

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

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

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 installation.

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 stands 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 in accordance with Regulation EC 842/2006 ensures that the leak-tightness of systems containing hydrofluorocarbons is periodically checked and recorded.

BINDER SERVICE for drying and heating chambers

E, ED, ED-S, FD, FD-S, FED, FP, M, and FDL series



Service	Description	Art. no.	Series
Maintenance services			
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0200	All
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request	All
Calibration services			
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101	All
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102	All
Temperature measurement, 9 measuring points	Temperature measurement with 9 measuring points at a specified test temperature, including certificate	DL30-0109	All except E
Temperature measurement, 18 measuring points	Temperature measurement with 18 measuring points at a specified test temperature, including certificate	DL30-0118	All except E, ED-S, FD-S
Temperature measurement, 27 measuring points	Temperature measurement with 27 measuring points at a specified test temperature, including certificate	DL30-0127	All except E
Measurement of air exchange rate	Measurement of air exchange rate according to ASTM D5374, including certificate	DL33-0000	All except E, ED-S
Validation services			
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL40-0100	ED, FD, FED, FDL
		DL41-0200	FP, M
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500	All except E, ED-S, FD-S
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request	
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request	
Installation services			
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0100	All
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0500	All
Warranty services			
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request	
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request	

BINDER SERVICE for incubators

B, BD, BD-S, BF, KB, and KT series



Service	Description	Art. no.	Series
Maintenance services			
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0200	All
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request	All
Calibration services			
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101	All
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102	All
Temperature measurement, 9 measuring points	Temperature measurement with 9 measuring points at a specified test temperature, including certificate	DL30-0109	All except B
Temperature measurement, 18 measuring points	Temperature measurement with 18 measuring points at a specified test temperature, including certificate	DL30-0118	All except B, BD-S
Temperature measurement, 27 measuring points	Temperature measurement with 27 measuring points at a specified test temperature, including certificate	DL30-0127	All except B
Validation services			
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL40-0100	BD, BF
		DL41-0200	KB, KT
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500	All except B, BD-S
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request	
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request	
Installation services			
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0100	All
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0500	All
Warranty services			
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request	
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request	

BINDER SERVICE for constant climate chambers

KBF, KBF-S, KBF P, KBF LQC, and KMF series



Service	Description	Art. no.	Series
Maintenance services			
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0400	All
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request	All
Calibration services			
Temperature and humidity calibration	Temperature and humidity calibration with 1 measuring point in center of chamber at specified values, including certificate	DL30-0301	All
Temperature and humidity calibration – Expansion	Calibration of each additional measuring point in center of chamber at specified values, including certificate	DL30-0302	All
Temperature measurement, 9 temperature measuring points and 1 humidity measuring point	Temperature measurement with 9 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0309	All
Temperature measurement, 18 temperature measuring points and 1 humidity measuring point	Temperature measurement with 18 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0318	All
Temperature measurement, 27 temperature measuring points and 1 humidity measuring point	Temperature measurement with 27 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0327	All
Temperature measurement in accordance with DIN 12880, 27 temperature measuring points and 1 humidity measuring point	Temperature measurement in accordance with DIN 12880 with 27 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0427	All
Light photometry, 25 measuring points	Light photometry, 25 measuring points on 3 measurement levels, intensity measurements for visible light and UVA, as well as spectral distribution (qualitative spectral measurements 250–785 nm), including certificate	DL30-0525	KBF P, KBF LQC
Validation services			
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL42-0300	KMF, KBF, KBF-S
Execution of IQ/OQ incl. light photometry	Execution of IQ/OQ including light photometry in accordance with qualification folder	DL43-0400	KBF P, KBF LQC
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500	All
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request	
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request	
Installation services			
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0300	All
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0700	All
Warranty services			
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request	
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request	

BINDER SERVICE for dynamic climate chambers

MK, MKF, MKT, and MKFT series



Service	Description	Art. no.	Series
Maintenance services			
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0500	All
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request	All
Calibration services			
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101	MK, MKT
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102	MK, MKT
Temperature measurement, 9 measuring points	Temperature measurement with 9 measuring points at a specified test temperature, including certificate	DL30-0109	MK, MKT
Temperature measurement, 18 measuring points	Temperature measurement with 18 measuring points at a specified test temperature, including certificate	DL30-0118	MK, MKT
Temperature measurement, 27 measuring points	Temperature measurement with 27 measuring points at a specified test temperature, including certificate	DL30-0127	MK, MKT
Temperature and humidity calibration	Temperature and humidity calibration with 1 measuring point in center of chamber at specified values, including certificate	DL30-0301	MKF, MKFT
Temperature and humidity calibration – Expansion	Calibration of each additional measuring point in center of chamber at specified values, including certificate	DL30-0302	MKF, MKFT
Temperature measurement, 9 temperature measuring points and 1 humidity measuring point	Temperature measurement with 9 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0309	MKF, MKFT
Temperature measurement, 18 temperature measuring points and 1 humidity measuring point	Temperature measurement with 18 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0318	MKF, MKFT
Temperature measurement, 27 temperature measuring points and 1 humidity measuring point	Temperature measurement with 27 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0327	MKF, MKFT
Temperature measurement in accordance with DIN 12880, 27 temperature measuring points and 1 humidity measuring point	Temperature measurement in accordance with DIN 12880 with 27 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0427	MKF, MKFT
Validation services			
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL41-0200	MK, MKT
		DL42-0300	MKF, MKFT
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500	All
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request	
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request	
Installation services			
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0300	All
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0700	All
Leak testing incl. test book			
Leak testing	Leak testing in accordance with Regulation EC 842/2006. Includes test book	DL00-0034	All except MK
Warranty services			
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request	
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request	

BINDER SERVICE for growth chambers

KBW and KBWF series



Service	Description	Art. no.	Series
Maintenance services			
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0400	All
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request	All
Calibration services			
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101	KBW
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102	KBW
Temperature measurement, 9 measuring points	Temperature measurement with 9 measuring points at a specified test temperature, including certificate	DL30-0109	KBW
Temperature measurement, 15 measuring points	Temperature measurement with 15 measuring points at a specified test temperature, including certificate	DL30-0118	KBW
Temperature measurement, 27 measuring points	Temperature measurement with 27 measuring points at a specified test temperature, including certificate	DL30-0127	KBW
Temperature and humidity calibration	Temperature and humidity calibration with 1 measuring point in center of chamber at specified values, including certificate	DL30-0301	KBWF
Temperature and humidity calibration – Expansion	Calibration of each additional measuring point in center of chamber at specified values, including certificate	DL30-0302	KBWF
Temperature measurement, 9 temperature measuring points and 1 humidity measuring point	Temperature measurement with 9 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0309	KBWF
Temperature measurement, 18 temperature measuring points and 1 humidity measuring point	Temperature measurement with 18 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0318	KBWF
Temperature measurement, 27 temperature measuring points and 1 humidity measuring point	Temperature measurement with 27 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0327	KBWF
Temperature measurement in accordance with DIN 12880, 27 temperature measuring points and 1 humidity measuring point	Temperature measurement in accordance with DIN 12880 with 27 temperature measuring points and 1 humidity measuring point in center of chamber at specified values, including certificate	DL30-0427	KBWF
Radiometric light photometry	Radiometric measurement in the visible spectrum with determination and documentation of intensity distribution from an illumination cassette on 3 measurement levels, including certificate	DL31-0000	All
Validation services			
Execution of IQ/OQ incl. light photometry	Execution of IQ/OQ including light photometry in accordance with qualification folder	DL43-0400	All
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500	All
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request	
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request	
Installation services			
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0300	All
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0700	All
Warranty services			
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request	
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request	

BINDER SERVICE for ultra low temperature freezers

UF V series



Service	Description	Art. no.
Maintenance services		
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0200
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request
Calibration services		
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102
Temperature measurement, 20 measuring points	Temperature measurement with 20 measuring points at a specified test temperature, including certificate	DL30-0620
Validation services		
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL41-0200
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request
Installation services		
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0300
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0700
Warranty services		
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request

BINDER SERVICE for CO₂ incubators

C and CB series



Service	Description	Art. no.	Series
Maintenance services			
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0400	All
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request	All
Calibration services			
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101	All
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102	All
Temperature measurement, 9 measuring points	Temperature measurement with 9 measuring points at a specified test temperature, including certificate	DL30-0109	All
Temperature measurement, 18 measuring points	Temperature measurement with 18 measuring points at a specified test temperature, including certificate	DL30-0118	All
Temperature measurement, 27 measuring points	Temperature measurement with 27 measuring points at a specified test temperature, including certificate	DL30-0127	All
CO ₂ calibration	CO ₂ calibration at a specified value, measurement takes place with analyzed test gas at 5 %, including certificate	DL30-0401	All
O ₂ calibration	O ₂ calibration with 1 measuring point in center of chamber at a specified O ₂ percentage value, including certificate	DL30-0402	CB
Validation services			
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL41-0200	All
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500	All
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request	
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request	
Installation services			
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0100	All
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0500	All
Warranty services			
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request	
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request	

BINDER SERVICE for vacuum drying chambers

VD and VDL series



Service	Description	Art. no.
Maintenance services		
Maintenance	Functional testing of all electrical and mechanical components, short calibration, documentation in the maintenance schedule	DL20-0400
Maintenance contracts	Combination of appropriate service modules to create an optimized, cost-effective overall package, 3-year contract period with maintenance interval of 12 months, warranty can be extended, discount on all services and spare parts used during the maintenance work. Reduced service technician hourly rates for all necessary service work	On request
Calibration services		
Temperature calibration	Temperature calibration with 1 measuring point in center of chamber at a specified test temperature, including certificate	DL30-0101
Temperature calibration – Expansion	Calibration of each additional measuring point in center of chamber at a specified test temperature, including certificate	DL30-0102
Temperature measurement, 9 measuring points	Temperature measurement with 9 measuring points at a specified test temperature, including certificate	DL30-0109
Temperature measurement, 15 measuring points	Temperature measurement with 15 measuring points at a specified test temperature, including certificate	DL30-0218
Pressure calibration	Digital pressure display calibration at a specified pressure range of 20–900 mbar, including certificate	DL32-0000
Validation services		
Execution of IQ/OQ	Execution of IQ/OQ in accordance with qualification folder	DL42-0300
Execution of IQ/OQ/PQ	Execution of IQ/OQ/PQ in accordance with qualification folder	DL44-0500
Qualification folder IQ/OQ	The folder contains supporting documents for validation performed by customer, consisting of: IQ/OQ checklists, unit schematics, QM certificate in accordance with ISO 9001	On request
Qualification folder IQ/OQ/PQ	The folder contains supporting documents for validation performed by customer, according to customer requirements, PQ section added to qualification folder IQ/OQ	On request
Installation services		
Unit installation	Unpacking and setting up of unit, connecting to existing connections, and checking function	DL10-0100
Unit instructions	Unit function instructions for operation and programming of the controller	DL10-0500
Warranty services		
Warranty extension from 2 to 3 years	The warranty is extended from 2 to 3 years from the delivery date, wear parts are excluded	On request
Warranty extension from 2 to 5 years	The warranty is extended from 2 to 5 years from the delivery date, wear parts are excluded	On request

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 you with the necessary freedom for your core business. Maintenance, qualification, and calibration of the

BINDER simulation chambers are carried out automatically – without any additional organizational, scheduling, or order processing work.

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 6 months of the delivery date.



IN ADDITION
Automatic reminder when maintenance is due

ADVANTAGE

Special contract terms during the entire contract period:

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

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
Make use of the entire
BINDER Service portfolio

ADVANTAGE

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



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