

Metrohm Repair Service



We are here to help you

For rapidly restoring the availability of your Metrohm devices

02

You can rely on us

In everyday manufacturing operations, many decisions depend on correct and reliable analytical results. Constant availability of the analytical devices used in the laboratory is therefore key to ensuring the efficiency and profitability of your company.

If a device no longer meets the manufacturer specifications or even shows malfunctions, time becomes a critical factor: the faster any malfunction is remedied and the device can be put back into service, the shorter the costly interruption to your routine operations.

We make sure your repairs are done quickly – right on-site

We maintain a close network of more than 80 Metrohm subsidiaries and distributors worldwide, and can provide you with our repair services in more than 120 countries. Our global presence ensures that whenever you need us we can be on location in the shortest possible time.

Most repairs to your Metrohm instrument are carried out on-site and during the initial visit (first-time-fix). If this is not possible, your device will be repaired in the service workshop of your local Metrohm company. Repair, functional testing, and preparation of the service documentation are carried out in the shortest possible throughput time, which we guarantee.



Metrohm Repair Service

- Directly on site or in the workshop of your local Metrohm company
- Repair by trained and Certified Metrohm service engineers
- Original Metrohm spare parts «Made in Switzerland»
- A 10 year guaranteed spare parts availability
- Local stock of spare parts

Repair by trained and Certified Metrohm service engineers

All Metrohm service engineers undergo a comprehensive, theoretical, and practical training program. Only those who successfully complete this demanding program can qualify as a «Metrohm Certified Service Engineer» and refer to themselves as such.

To ensure that the quality of Metrohm maintenance and repair services is maintained, our service engineer undergo compulsory re-training every two years. You can therefore be sure that your Metrohm service engineer will always be trained to the highest standard.

Original Metrohm spare parts «Made in Switzerland»

Your Metrohm service engineer will only use original Metrohm spare parts that are «Made in Switzerland» for the repair of your device. This will ensure that after a successful repair, your device will continue to meet all manufacturer specifications, maintain its qualified status, and ensure a long service life.

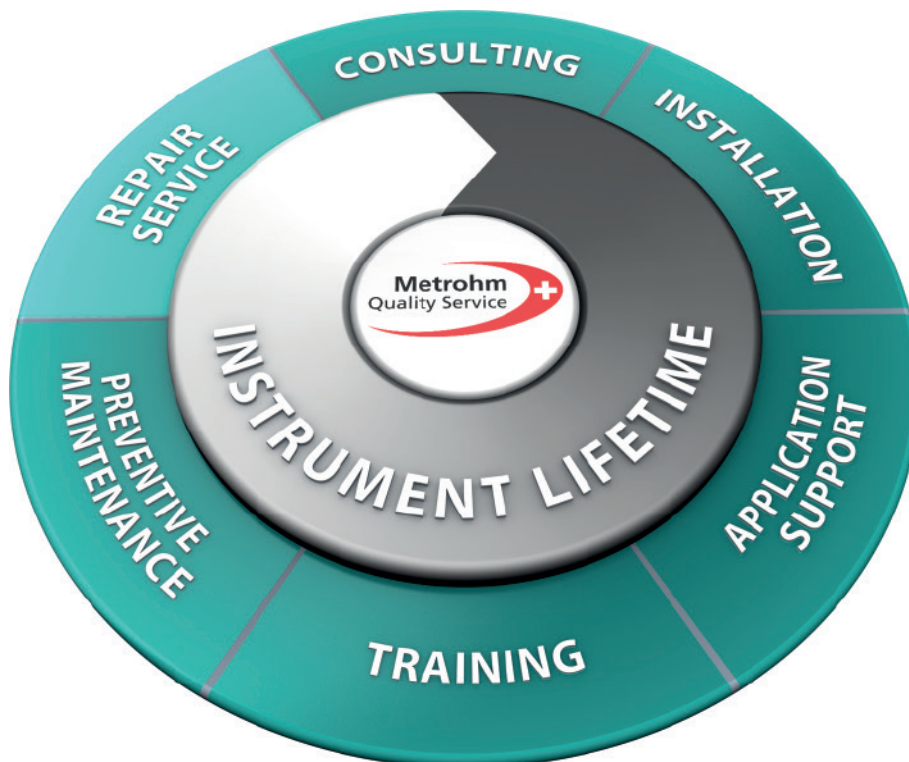
10 years of guaranteed spare parts availability

We guarantee that your investment in your Metrohm analyzer will always be protected. We do this by guaranteeing the availability of spare parts for 10 years from the date that any product is discontinued. This promise is unique in the marketplace.



Rapid repairs thanks to a local stocking of spare parts

Through our local offices, we ensure a rapid availability of our Metrohm replacement parts – worldwide. Each Metrohm subsidiary has its own warehouse just for this purpose.



The Metrohm Repair Service at a glance

04

Fault diagnosis and repair

Every repair starts with a systematic fault diagnosis. The cause of the fault is determined exactly, so that the repair can be carried out as efficiently, and affordably, as possible. After the repair, all other components of the device

will be checked and repaired wherever necessary so that the proper functioning of your analytical device can be guaranteed.



1. Telephone hot-line for fault diagnosis

Our intention is to repair your device as quickly as possible. To do this, we first carry out a fault diagnosis on the telephone so that our service engineers can then prepare for their on-site visit.



2. Error diagnosis via remote support

With the help of computer-controlled systems, the Metrohm service engineer can further narrow down the problem or even resolve the issue by remotely accessing your device. This removes the cost of an on-site visit and is, at the same time, the fastest way to help you.



5. Carrying out the repair

The Metrohm service engineer carries out any repair exactly according to the instructions of the manufacturer. For this purpose he uses specially developed tools and service software, and exclusively only original spare parts «Made in Switzerland».



6. Cleaning inside and outside

Following the repair, your Metrohm device will be reassembled and, wherever necessary, thoroughly cleaned inside and out. Thorough visual inspection by the Metrohm service engineer will then identify any damage due to wear or chemical attack.



3. Fault diagnosis on site

The Metrohm service engineer can identify any malfunctions on site and quickly narrow the problem down to the individual component parts. Afterwards the scope and details of the repair will be specified and discussed together with you.



4. Determination of repair costs

Based on the fault diagnosis, the repair costs will be determined and a quote provided to you. If you decide to take out a Metrohm Care Contract, you will also benefit from prioritized response times, discounts on spare and wearing parts, or even free spare parts and on-site repairs.



7. Replacement of wearing parts

Over time, mechanical wear and corrosive fluids will affect the function of the various components in your analytical device. A timely replacement of wearing parts not only ensures the precision of your analytical results, but it also prevents any unpleasant surprises. The Metrohm service engineer will therefore replace these wherever necessary.



8. Lubrication and greasing of moving parts

Moving parts may require a fine grease film so that they can function with as little friction as possible. Lubrication, or greasing, is therefore an integral part of any repair and any regular preventive maintenance.

The Metrohm Repair Service at a glance

06

Adjustments, Testing and Calibration

Once your Metrohm device has been repaired, your Metrohm service engineer will ensure that it achieves 100% functionality again and meets the manufacturer's

specifications. In addition, he will also document all steps, before handing over your perfectly functioning analytical device in a final consultation.



1. Safety Check

The Safety Check is an important test carried out immediately after the repair, and before re-commissioning. During this process, the safety of the electrical connection of the device is also checked.



2. Adjustments

Where necessary, your Metrohm service engineer will use state-of-the-art service software to program the components in your analytical device and keep them up to date, to configure them, and to compare their performance.



5. Tests of other functions

Other device components such as interfaces, auxiliary drives, sensors, display, and operating elements of the device are carefully checked to ensure their correct functionality.



6. Functional test of the entire device

In order to check the correct operation of your analytical device, your Metrohm service engineer can perform a «wet-chemical test» in addition to the calibration. Depending on the requirements, this test can range in scope from a measurement of a sample to a statistically evaluated Performance Verification (OQ-PV).



3. Calibration of system-relevant components

When calibrating system-relevant components, the precisions of various components, such as measuring inputs, measuring cells, or diode array detectors, are fully documented.



4. Calibration of system-relevant parameters

Where required, your Metrohm service engineer shall calibrate the accuracy and stability of temperature, pressure, and flow measurements, or indeed the mechanical stroke of a spindle.



7. Service reports and Calibration Certificates

Your Metrohm service engineer will document all work performed in easy-to-understand service reports, as well as providing all necessary calibration data before he hands them over to you.



8. Handover and optimization potential

In the final consultation, your Metrohm service engineer shall go through all the work performed in the repair report, and explain it in detail wherever necessary. He will also outline any potential for improvement in handling your Metrohm equipment and discuss with you the schedule for the next maintenance activities.

www.metrohm.com