

Contichrom® CUBE 30/100 (FPLC)
Contichrom® CUBE Combined 30/100 (FPLC)
Contichrom® HPLC 30/100

Service Contracts



Overview over included benefits

The service contract includes the following benefits*:

- Annual preventive maintenance
- Repairs
- Support

Preventive maintenance

Before the start of the contract, a preventive maintenance will take place as an initial inspection. Thereafter, preventive maintenance occurs in annual intervals.

The following services are included in the Contichrom® system preventive maintenance:

- Tubing and valve pressure test
- Inspection of tubing. If necessary: replacement
- Inspection of ferrules and fittings. If necessary: replacement
- Inspection and cleaning of pump check valves. If necessary: replacement
- Replacement of pump seals
- Replacement of pump seal wash solution and inspection of seal wash function
- Inspection of pump pistons. If necessary: replacement of pump pistons
- If necessary: replacement of valve rotor and stator
- Inspection of systems fans and ventilation
- Inspection of external parts (e.g. column holders, pH electrode holder, tubing guides). If necessary: replacement
- Performance check and calibration of UV, conductivity and pH sensors
- If necessary: replacement of pH electrode
- Performance test of fraction collector operation
 - Performance and operation check of ChromIQ software. Upon request: ChromIQ operating software update
- Functional test of accessories
- Final system test

Preconditions:

- Access to a scale, accuracy ± 0.1 g or better
- Access to 50 mL centrifuge tubes
- Filtered and degassed buffers and solvents:
 - Buffer A: 2 L deionized water
 - Buffer B: 1 L 1 M NaCl with 1 g/L tryptophan (> 99% purity)

- Buffer C: 1 L 1 M NaOH
- Buffer D: 500 mL of 20 vol.-% ethanol

1 full day of servicing time is included. Wear and tear parts will be invoiced separately.

Repair Services

During the service contract period, all costs for repairs of malfunctioning systems are fully covered. This may include:

- Travel and accommodation costs for service technician
- Working time of a service technician
- Replacement parts

Support

Customer support is offered during normal business hours via

- Telephone
- E-mail
- Web-based meetings

If the controlling computer running the ChromIQ software is attached to the internet, ChromaCon may further remotely access the computer to offer a smooth application-oriented support. The remote access function allows for controlling the Contichrom system jointly by the Customer and the ChromaCon service technician.

*Terms and conditions apply. Inquire with your ChromaCon representative for the full contract details.