

AppliCare, total process control

What separates our service engineers from other organizations is that our people are BioProcessing Specialists. This means that not only do we know how to maintain and repair equipment, we can also troubleshoot because we understand process control. We specialize in bioreactors, controllers, software, motors, probes and all phases of your specific system's operation. Applikon's AppliCare will fix your problems - guaranteed. We help to eliminate the lost hours incurred to your production schedule and the high costs of downtime.

Installation and training

A correctly installed system, with comprehensive on-site training minimizes set-up time and ensures optimum operation within the shortest timeframe.

The installation service incorporates:

- Pre-plan design & Supply Service Requirement over-view before arrival of Applikon Equipment into your lab
 - Connection of all tubing, hoses or piping from the Applikon Control Skid to the Supply Services or the Utility Panels
 - Installation of all cabling from SCADA software to the controllers
 - Site acceptance tests
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Preventive maintenance

Downtime and emergency call-outs can be costly and always happen unexpectedly during an important run. Preventive maintenance extends the lifetime of the major components of your system, preventing premature wear and failure.

Benefits of Applikon's service agreements:

- Reduced charges for emergency repairs
 - Free access to firmware upgrades
 - Reduced labour charges for any upgrade work or refresher training on site.
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Extended warranty

This plan is a two-year extension of the original equipment warranty, and includes parts and labor as needed.

Instrument calibration service

- Validation
 - Calibration certification
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Offering a new breakthrough: Retrofitting

Make your old vessel new again

With the introduction of the i-Control, ez-Control and in-Control it is now possible to upgrade both Autoclavable and Steam in Place (SIP) vessels. Applikon service engineers are trained to make your old vessel not just new, but turn it into a powerful, yet intuitive, industrial unit. For a thorough inspection of your existing equipment, call Applikon for an appointment and our service engineer will visit your facility. After our Service Engineer details the specifications of your present system, Applikon will provide a comprehensive quote on time and cost analysis for the upgrade.

Other services offered

- **Mass Flow Controller Verification**

MFC Calibration on a yearly basis is very expensive & time consuming to a customer. AppliCare provides a service called MFC Verification which will indicate if the Flow Controller is within specifications and therefore no calibration would be necessary at the time of your Preventive Maintenance. This is done at a fraction of the cost of Standard calibration, in the security & safety of your own lab.

- **Technical phone support**

Many times our service engineers can diagnose problems over the phone because they are trained to ask the insightful questions.

- **Spare parts**

Stocking spare parts can be an expensive undertaking, especially when Applikon equipment is built with quality 25 years of quality. Applikon keeps the recommended spare parts of our standard systems in stock for quick deliveries.

