

INTEGRA

Choose the right service for your WELLJET dispenser or WELLJET dispenser stacker

Regular servicing ensures that your laboratory instruments keep running smoothly.

INTEGRA strongly recommends annual preventative maintenance by our qualified technicians to:

- Optimize accuracy and precision
- Ensure confidence for on-demand use
- Extend product lifespans



Choose between three on-site service options to suit your laboratory and workflow needs:

BASIC LIGHT Preventative Maintenance

The BASIC LIGHT program offers essential annual equipment maintenance to ensure reliability. It does not include dispensing performance check, making it a budget-friendly choice for your maintenance needs.

BASIC Preventative Maintenance & Performance check

The BASIC program comprises annual maintenance of the instrument in your laboratory. The service will improve equipment reliability and guarantee performance within INTEGRA's original manufacturing specifications.

PLATINUM Preventative Maintenance & Performance check

The PLATINUM program includes the same annual maintenance services as the BASIC program, plus a truly worry-free package that covers all repair costs incurred during the year and guarantees you a working unit within 48 hours.

Service contents	BASIC LIGHT	BASIC	PLATINUM
Preventative maintenance of one instrument Operational and safety functions test, mechanical and electrical parts check, inspection for wear	✓	✓	✓
Maintenance sticker for the instrument	✓	✓	✓
Signed preventative maintenance checklist	✓	✓	✓
Firmware update if available and requested	✓	✓	✓
Performance check of dispensing performance, with certificate (includes exchange of the pump roller)	-	✓	✓
Priority scheduling for completion of service	-	✓	✓
Free replacement of worn or damaged parts on the base unit	-	-	✓
Loan equipment during repair, if necessary	-	-	✓
Availability of a functioning device within 48 hours through repair or loaner device 48 hours begins after confirmation of the case by INTEGRA*	-	-	✓
One year warranty applied from date of contract, including material and labor for repairs	-	-	✓

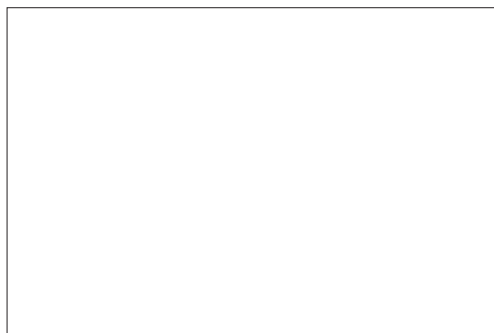
*Loaner instruments will be shipped to Canadian customers within 48 hours but delivery time cannot be guaranteed.

Order information on-site service

Description	Part number		
	BASIC LIGHT	BASIC	PLATINUM
WELLJET dispenser preventative maintenance	999333	990151	990153
WELLJET dispenser stacker preventative maintenance	999334	990150	990152

Please note:

- Instruments must be new or in full working condition before entering a PLATINUM contract.
- PLATINUM services are only available for instruments up to 10 years old.
- Disclaimer: On-site services are only available to BASIC LIGHT, BASIC and PLATINUM customers.



Contact us:



www.integra-biosciences.com