

Service Contracts

Ensuring the best performance from your systems.





A Comprehensive Range of Service Contracts

We are proud that Synoptics is recognised as a world leader in laboratory instruments through its divisions: Syngene, Synbiosis, Fistreem, and Gallenkamp. We believe that it's not only essential that we provide world-class scientific instruments, but also provide outstanding customer support.

Through our global distributors, we can provide you with comprehensive service contracts covering the whole life cycle of your instrument. All our customers are different, and we appreciate the challenges you face as you strive to produce compliant, reliable, and accurate laboratory data. Synoptics can help you to obtain faster and constantly reproducible results.

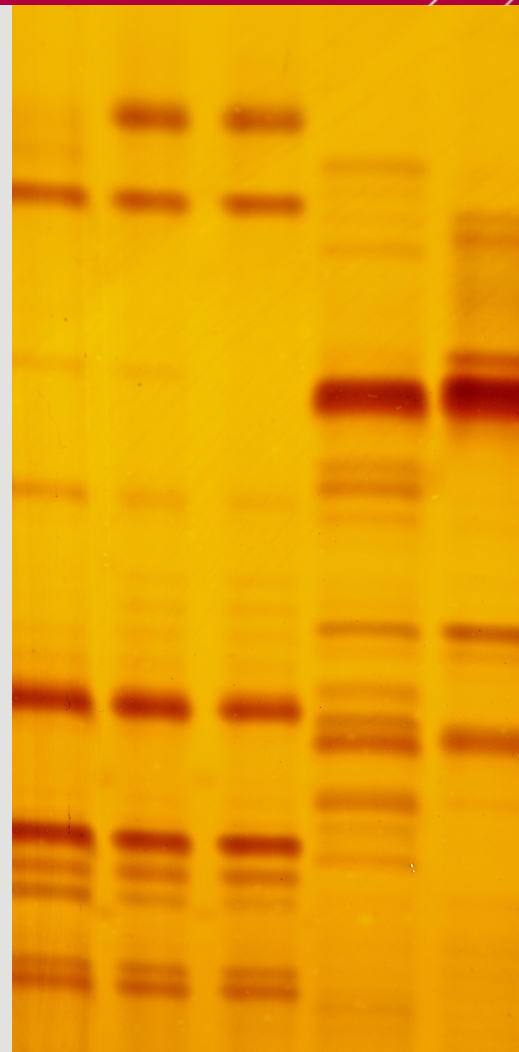


Protecting your Investment

Service plans help improve your instrument's uptime by enabling service personnel to respond proactively and diagnose any instrument issues. We offer a range of service contracts that are cost-effective and flexible, ensuring that you will find the plan to suit you.

All our service contracts (except Bronze) include preventative maintenance (PM). PM is where we proactively schedule service visits and routine instrument inspections for you. This is critical to the life and utility of your instrument, as any lingering problems can decrease instrument performance, lead to unnecessary and unplanned service costs.

We recommend scheduling PM visits at least once a year.





Benefits of Our Service Contracts



Save yourself time and money



Maximise your systems uptime



Ensure safety for your employees



Fast remote instrument diagnosis



Extend your systems peak performance



Professional Support, When You Need It

Our highly trained service team is on hand to provide technical guidance and support if an instrument problem arises. In the case any replacement parts are needed, we will conveniently and quickly provide you with original spare parts, the logistics arranged by us!

We offer comprehensive advice, methodology development, and targeted training with our application specialists and sales advisors, who are scientifically trained and understand your needs.



Documentation Packs

Each pack includes a simple calibration device (target image) to check the system's performance against the PQ requirements. Every system has a unique set of documents with instructions for use and implementation. The IQ/OQ/PQ document set contains a set of procedures and checklists for the verification steps.

Why are Qualifications important?

- It provides documented evidence of performance.
- A qualification supports process validation.
- It mitigates risk to your results.

Validation

With our instrument qualification services, you can be confident that your instruments are installed, operating, and performing according to the manufacturer's specifications. IQ/OQ is recommended at installation or after planned maintenance, critical repairs, and moving the instrument.

IQ

Installation
Qualification

Verifies that when a system is unpacked it conforms with all purchasing, shipping and unpacking documents.

OQ

Operational
Qualification

Establishes that the system meets all the operation and functionality specifications. An operational test is also included at this stage.

PQ

Performance
Qualification

Demonstrates the system meets the specification intended verified by using a simple target to check the system meets the criteria.



Syngene Service Contracts

When you buy an imaging system from Syngene you will benefit from our comprehensive range of service contracts designed to support you and your equipment. Offering excellent value for money, you will receive high-quality and reliable service, extending the longevity of your Syngene system. Our service team includes knowledgeable and skilled experts, all of which are scientifically trained, ensuring that they provide comprehensive advice, methodology development and target training.

We know all our customers are unique that is why we have made our service contracts customisable to meet your specific needs. Our two contract options are Silver and Gold and all services are carried out by our application specialists, service engineers and sales advisors dedicated to outstanding customer service and support.

With a strong understanding of the needs of our systems and their end users, you.

	Silver Package	Gold Package
Length of Contract	1 YEAR	1 YEAR
Onsite Visit	YES	YES
Cost of Labour	YES	YES
Spare Parts Covered	NO	YES
Preventative Maintenance	YES	YES
Online Training	NO	YES

Synbiosis Service Contracts

The aftercare of your instrument is as important to us as your initial purchase. Our experienced, multi-skilled engineers can service, repair, calibrate and validate your systems, giving you peace of mind that your instrument is performing reliably and to specification.

We know all our customers have different requirements, so we have made our service contracts flexible to meet your specific needs. Synbiosis service contracts offer high-quality and reliable services that will ensure the longevity of your instrument. We are committed to your satisfaction and will ensure you are delighted with our service by offering flexibility, reliability and value for money.

Our skilled service team ensures our systems run at their best, so you can perform at yours.

	Silver Package	Gold Package
Length of Contract	1 YEAR	1 YEAR
Onsite Visit	YES	YES
Cost of Labour	YES	YES
Spare Parts Covered	NO	YES
Preventative Maintenance	YES	YES
Online Training	NO	YES

Fistream Service Contracts

Our Service contracts (Bronze, Silver, and Gold) offer great value for money and flexibility to meet your specific needs to ensure that you find the contract that will work for you. Fistream also offers a variety of value-added services for our water purification systems.

Installation and Commissioning

When you purchase new equipment for your laboratory the reliability and lifetime of your instruments depend on them being installed and commissioned correctly.

Service Pack

The service pack contains spare parts to ensure that your instrument continues operating smoothly throughout its life. This service pack is also available for overseas customers.

Our range of service contracts are built to fit your needs and ensure that your equipment is always performing to its best.

	Bronze Package	Silver Package	Gold Package
Length of Contract	1 YEAR	1 YEAR	1 YEAR
Onsite Visit	NO	NO	YES
Cost of Labour	YES	YES	YES
Spare Parts Covered	YES	YES	YES
Preventative Maintenance	NO	NO	YES

Available for the Calypso system only



Gallenkamp Service Contracts

To ensure that your Gallenkamp product continues to deliver outstanding performance, we recommend you have your system professionally serviced yearly. Gallenkamp provides calibration of your vacuum oven using equipment which meets national standards and is performed by trained service engineers. Regular thermal calibration is critical to your process and product security.

In addition to service contracts, we also offer a variety of value-added services for our vacuum oven.

Temperature mapping of oven

A 8-point temperature mapping service provides a complete temperature gradient of the oven. Thermal mapping detects and records temperatures at various points in the vacuum oven's set-point temperatures to discover any hot or cold spots.

Calibration

Accuracy and precision are essential for the validity and reproducibility of a temperature control process. Gallenkamp offers a calibration service to identify measurement deviations from the 'true value' using a reference measuring instrument, ensuring the instrument settings are readjusted, and the measurement results are documented in a calibration certificate.

	Silver Package	Gold Package
Length of Contract	1 YEAR	1 YEAR
Onsite Visit	YES	YES
Cost of Labour	YES	YES
Spare Parts Covered	NO	YES
Preventative Maintenance	YES	YES

^^^ AirClean Service Contracts

AirClean is a US-based company partnered with Syngene to provide their laminar flow hoods, PCR workstations and dead air boxes worldwide. Safeguarding your employees is our priority, so we offer a comprehensive service to ensure your units perform at their best.

We have four tiers of service contracts for our AirClean systems (Bronze, Silver, Gold, and Platinum), depending on the level of service you require for your units. All these contracts have access to our expert service technicians who help maintain your filters, offer guidelines and are on hand for diagnostics.

Annual verification is essential for these systems to ensure application integrity, operation, and performance.

For more information on our AirClean range contact us at sales@syngene.com

	Bronze Package	Silver Package	Gold Package	Platinum Package
Warranty length	1 YEAR	1 YEAR	1 YEAR	1 YEAR
Filter replacement and confirmation of operation	YES	YES	YES	YES
Smart maintenance reminder program	YES	YES	YES	YES
Disposal of used filters per manufacturer's guidelines	NO	YES	YES	YES
Full diagnostics test of sensors and alarms	NO	NO	YES	YES
Free parts and labor required to resolve any issue found during visit	NO	NO	NO	YES

SYNOPTICS



About Synoptics

Founded in 1985, Synoptics is a multi-division company providing labs with imaging solutions across a range of applications. With imaging experts from the University of Cambridge and a growing knowledge of CCD camera technology, frame grabbing, and image capture techniques, the company enhanced its range within digital imaging.

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Explore the Synoptics Family

Synoptics Ltd designs and manufactures scientific instruments based on digital imaging, water purification, and vacuum oven processing for the life science research, microbiology, and healthcare markets. Based in Cambridge, Synoptics is a global company supporting labs worldwide.

Synoptics focus on the application of digital imaging technology through our Syngene and Synbiosis divisions and water purification and vacuum technologies through its Fistreem and Gallenkamp divisions. See our family below:



Syngene produces advanced systems for the documentation and analysis of gels to support molecular biologists with high quality analysis.

 sales@syngene.com



Synbiosis provides equipment to save time and people power by automating the process of microbial colony counting and zone sizing.

 sales@synbiosis.com



Fistreem International produces a range of world-leading water purification products and accessories.

 sales@fistreem.co.uk



Gallenkamp manufactures Life Science Equipment products with a focus on vacuum ovens.

 sales@fistreem.co.uk