

Modular-Lab Service

Life Support Programm

Service and maintenance packages

Reliable System operation significantly affects the user experience, ensures successful routine operation and therefore cost control. System maintenance and high-class technical support by professionals ensure optimal system performance, quality and productivity at highest standards.

Eckert & Ziegler Eurotope GmbH provides different packages, based on your individual requirements at a predictable annual fee. The services listed below cover all our Modular-Lab synthesis platforms as well as our portfolio of analytical systems.

To find out more, please check the Term & Conditions of your service contract. If you have any further questions please do not hesitate to contact us.

Services	Support Agreement *	Basic	BasicPRO	Premium
Service Hours		Mo-Thu 9:00 AM - 05:00 PM Fr 09:00 AM - 03:30 PM (CET/CST)		
Smart Remote Service	✓	✓	✓	✓
Advice on application	✓	✓	✓	✓
Preventive Maintenance	-	✓	✓	✓
Database Backup	-	✓	✓	✓
Prioritized service & repair	-	✓	✓	✓
Initial evaluation prior repair	-	-	✓	✓
Guaranteed loaner availability	-	-	✓	✓
Parts for maintenance	-	-	20% discount	✓
Repair- and re-qualification	-	-	20% discount	✓
Loaner unit during repair	-	-	20% discount	✓
Modular-Lab Software upgrade	-	-	20% discount	✓
Shipping costs	-	-	-	✓
Software School participation	-	-	-	✓

* Support Agreements are available with either 20 or 40 hours of service per year included. Additional service will be invoiced.

Eckert & Ziegler Eurotope GmbH

Robert-Rössle-Strasse 10
13125 Berlin
Germany
Phone: +49 30 941084 200
Fax: +49 30 941084 470

service.eurotope@ezag.de
www.radiopharma.com

Your contact in USA & Canada: Eckert & Ziegler Radiopharma, Inc.

25 Upton Drive
Wilmington, MA 01887
USA
Phone: +1 508 232 7265
Fax: +1 508 497 0061

service@radiopharma-inc.com
www.radiopharma.com

