

VERDER

CARBOLITE

ELTRA

Retsch

QATM

MICROTRAC

ERWEKA

TECHNICAL SERVICE

 **ENABLING PROGRESS**



WE ARE YOUR RELIABLE SERVICE PARTNER



**ENABLING
PROGRESS**

VERDER – EXPERTS IN LABORATORY & ANALYSIS EQUIPMENT

As part of the Verder Group, the Scientific Division sets standards in the development and manufacture of modern, reliable laboratory and analysis equipment.

Our **six manufacturing companies** support ten thousands customers worldwide in realizing the ambition we share: Enabling progress. To the benefit of many.

With our extensive knowledge in the fields of sample preparation and analysis for quality control as well as research & development purposes, we empower our customers to make progress. We provide them with the means to effectively and reliably design their processes, products, and services to become safer, more efficient, and more sustainable. The precision of our instruments is the basis for, e. g., increasing the effectiveness of drugs, producing healthier food, or improving the recyclability of packaging or the safety of aircraft components.

The six Verder companies are active worldwide in the fields of:

HEAT TREATMENT
ELEMENTAL ANALYSIS
MATERIALOGRAPHY & HARDNESS TESTING
MILLING & SIEVING
PARTICLE CHARACTERIZATION
PHARMACEUTICAL TESTING

As a company that is 100% family-owned, our only obligation is to staff and customers. That provides us with the freedom to act on our own responsibility and plan in the long run. Especially in these fast-moving times, sustainability is an important success factor for us. This is reflected by our high-quality, long-lasting products but also by our employees, many of whom have been part of our success for decades.

What makes us particularly proud: “Making the world a little better every day” is not an empty phrase for us but lived reality and a daily challenge for our more than 1,300 employees.



200+ service technicians worldwide



> 300 Mio. € revenue



11 manufacturing sites



13 sales organizations



More than 1,300 employees

THE IMPORTANCE OF REGULAR MAINTENANCE

PROTECT YOUR INVESTMENT & MAXIMIZE YOUR UPTIME

The applications for our products are as unique as our customers – but there is one thing they have in common: **Reliability is key**. In every laboratory, scientific equipment operating at the highest performance is the cornerstone for accurate and repeatable results.

At Verder, we understand that our products are crucial to your quality control processes as well as research & development. Whether you process hundreds of samples per day or only a few – you are relying on the precise and consistent performance of your laboratory equipment. To achieve that, **regular maintenance is essential** – not just for fixing issues but for preventing them before they impact your daily operations.

As your reliable service partner, our main goal is to maximize the uptime of your equipment and ensure that you have the peace of mind knowing that your operations will run smoothly at maximum performance.

Scan the QR code

to explore our service offering
and connect to our service teams.





THE BENEFITS OF REGULAR MAINTENANCE

MAXIMIZE EQUIPMENT UPTIME



Keep your operations running without interruptions, as regular maintenance significantly reduces the likelihood of unexpected downtime.

REDUCE COST OF OWNERSHIP



Lower your overall expenses over the life of your equipment through preventative care that minimizes costly repairs and process downtime.

EXTEND EQUIPMENT LIFETIME



Protect your investment and enhance the longevity of your instruments through regular maintenance. Ensure your investment delivers value for years.

REDUCE RISK OF UNEXPECTED EXPENSES



Avoid the surprise of sudden breakdowns and expensive fixes with scheduled maintenance that anticipates and resolves issues proactively.

ENSURE HIGH-QUALITY RESULTS



Maintain the precision and accuracy of your equipment, crucial for consistent high-quality results in your laboratory.

HAVE PEACE OF MIND



Enjoy the confidence of knowing your operations will run smoothly, supported by a team dedicated to maintaining your equipment's peak condition.

OUR RANGE OF TECHNICAL SERVICES: THE CORE ELEMENTS

PREVENTIVE MAINTENANCE

Preventive maintenance is carried out by our trained service technicians according to manufacturer specifications. Among others, the work includes an inspection, functional check, cleaning of the device and replacement of essential wear parts (if required). If you would like to know all the services included for your specific product, please contact your local Verder service representative.

REPAIR SERVICES

In case of an unforeseen issue with your equipment, we are here to ensure swift resolution to any problem. Available both on site and in one of our workshops*, all repairs are conducted by experienced, fully qualified technical staff. We also deliver service support for several years after a product is discontinued, maximizing its longevity and providing peace of mind.

CALIBRATION

Depending on the type of your equipment, regular calibration is needed to ensure accurate measurement and precise functionality. We offer factory calibrations (incl. certified reference material if applicable) with a certificate and – in selected territories – calibrations according to accreditation standards. Your local service representative will inform you about your product's requirements and our local service offering.

QUALIFICATION / VALIDATION SERVICES

Our qualification and validation services are designed to meet the quality management requirements of regulated industries such as pharmaceuticals. Every stage of the process is documented by our service engineers to ensure compliance with industry regulations. Among others, our service offering includes Installation-, Operational- and Performance Qualification (IQ, OQ, PQ).

TRAINING & INSTALLATION

To ensure that all users know how to properly operate your equipment, you can choose between a variety of trainings. As an additional service, we offer on-site installation of your equipment by our experienced service team. You will receive comprehensive training in operation, with initial application steps demonstrated. Please contact your local service representative to learn more.

* Depending on product and local availability



TWO WAYS TO KEEP YOU ON TRACK

YOUR CHOICE: INDIVIDUAL SERVICES OR SERVICE PLANS

We understand that every laboratory has unique needs. That's why we offer the full flexibility: You can either book our technical services as **Single Services** on an as needed basis, or you can select one of our comprehensive **Service Plans** and benefit from advantages such as prioritized treatment, extended warranty or a variety of discounts.

Regardless of what you decide: Our commitment is to ensure your equipment operates at peak performance, providing you with reliable results and the support needed to meet your applications!

COMPREHENSIVE SUPPORT TAILORED TO YOU

WE HAVE PLANS FOR YOU

Obtaining technical support for your laboratory equipment should be as simple as possible. This is why we offer **two Service Plans** that are designed to suit the individual needs of your business. They build a **proactive support approach** into your schedule and your budget to ensure maximum performance and reliability of your equipment at predictable costs. By choosing one of our service plans, you gain access to a variety of benefits such as extended warranty or prioritized support.

HOW DO YOU BENEFIT?

- | Annual preventive maintenance
- | Price stability for at least two years
- | Extended warranty for your equipment
- | Reduced prices for parts, training, working hours, etc.
- | Prioritized treatment
- | Swift access to expert support

RIGHT ON THE SPOT

BASIC SERVICE PLAN

Ideal for **small to medium-sized labs** seeking essential maintenance and cost-effective support to ensure their equipment's reliability.

ADVANCED SERVICE PLAN

Ideal for **high-demand labs** requiring prioritized support and extended warranty to minimize downtime and enhance operational efficiency.



SERVICE PLAN COMPARISON

CHOOSE THE PLAN THAT FITS YOUR NEEDS

SERVICE TYPE / DESCRIPTION			SERVICE PLANS	
			BASIC	ADVANCED
Annual preventive maintenance visit*			●	○
Additional preventive maintenance visits			Optional	Optional
Discounts	Parts	Wear parts for preventive maintenance	7.5%	15%
		Spare parts		
	Services	Hourly rates for repairs		
		Training		
		Qualification / validation services		
Warranty period**			24 months	36 months
First reaction response target***			–	○
Prioritized treatment			–	○
Software updates during preventive maintenance visit			●	○
Remote technical support			●	○
User & application support			●	○

* Scope of services provided during visit according to maintenance protocol, certified reference material included (if applicable)

** If service plan is signed within 12 months of instrument purchase

*** Differs among territories



WHAT'S IN IT FOR YOU?

THE DETAILS

SCOPE OF INCLUDED SERVICES

Annual preventive maintenance according to manufacturer specifications and your product's maintenance protocol

In case you require additional preventive maintenance visits per year, you can add them to your service plan

Discount on wear parts exchanged during preventive maintenance visit

Discount on all spare parts of your equipment

Discount on hourly rates / labour costs charged for repairs

Discount on training courses offered

Discount on qualification services such as IQ, OQ, PQ

Warranty period* (24 / 36 months, depending on selected service plan) for your equipment (our standard terms & conditions apply)

First reaction response target**: Targeted time frame until you receive an initial qualified response from a technician to a submitted service request

Priority handling of all service and support requests as well as the scheduling of preventive maintenance or repairing work

Available software updates are provided free of charge during preventive maintenance visit***

Remote assistance via phone, TeamViewer, email or video call in case of troubleshooting or technical questions

Remote assistance on proper use and operation of your equipment to achieve optimal results

* Only applicable if the service plan is signed within 12 months of instrument purchase

** Varies by region, please contact your local service representative

*** Does not include software re-qualifications required in regulated industries

Our service plans are available for all our standard laboratory products and come with a contract duration of two years.

READY TO ENHANCE YOUR LAB'S PERFORMANCE?

OUR TEAM IS YOUR TEAM!

From quick advice to preventive maintenance or the resolution of complex questions – you can count on our experts worldwide to assist you. When you partner with us, you will be supported by experienced, trained service teams who share the goal to ensure your equipment always performs at its best.

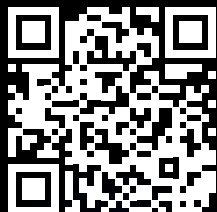


Scan the QR code

to explore our service offering

and receive a quote for your selected service plan!

Global reach, local expertise
Our Verder Scientific Offices Worldwide



VERDER SCIENTIFIC is composed of leading laboratory equipment companies active in sample preparation and analysis for quality control as well as research & development purposes.

As trusted solution partner, VERDER SCIENTIFIC enables tens of thousands of companies to ensure economic, technological and environmental progress by mastering their scientific applications. Together, we make the world a healthier, safer and more sustainable place.

