

Technical Service

Continuous care for all SmartRacks™ and MiniRooms™



- Available on call out or by service contract for full flexibility
- Service contract options to suit your requirements
- Carried out in your facility by BioZoneGlobal trained engineers
- Cost effective and protects your investment
- Assures the performance of your equipment

BioZoneGlobal Technical Service

Technical service is available for all BioZoneGlobal equipment, in your facility. This is can be ordered as a service contract package.

It is advised that a service contract is taken out at time of purchase to ensure that all SmartRacks™ and MiniRooms™ are re-certified after the first year of use. If you choose not to do this initially, you will be contacted after the first nine months to ensure that the equipment is working to your satisfaction and to offer a service contract option at that time.

All SmartRacks™ and MiniRooms™ are precision items of equipment that can provide assured bioprotection or biocontainment. Only by regular maintenance can you ensure that your system is working to the full specification. An annual service will also help to assure the expected longevity of the system.

There are two options on the type of service contract cover –

- **Silver – recertification**
- **Gold – extended warranty**

Details of the procedures included in each level of service are available from your local BioZoneGlobal representative. In addition, BioZoneGlobal equipment can be cleaned at the time of the service visit provided this has been requested in advance.

Both levels of service ensure that your system is working to the same specification as the day it was commissioned by our trained engineers and we will give you the documentation to prove it.

Service contracts are also offered either for extended three or five years cover at a discounted cost. The timing of your annual service can be arranged to suit your convenience as long as we have a minimum specified notice. Savings can be made if we specify the time of the service or coincide it with a new product commissioning.

A 24/7 hotline telephone response is available to all customers with a service contract.

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