



Service and Support



FTIR

UV-Vis/NIR

Circular Dichroism

Fluorescence

Polarimetry

HPLC

UHPLC

SFC



Excellence in Service & Support

Now that you have purchased the finest instrument on the market, JASCO's commitment to you is just beginning. To ensure your instrument maintains its peak performance take a look at our highly competitive service options.



Experience

JASCO customers know that when purchasing a JASCO product, they have secured many years of trouble free use as well as a promise of quality service performed by factory trained engineers, using genuine JASCO parts.

Remote Support

JASCO now offers a fast and efficient way to maximize your instrument uptime with remote diagnostic and instrument assessment.

**Requires internet connected PC*

Preventative Maintenance

Keeping your instrument running in peak condition should be your number one goal. Don't risk a break down during a critical time. We offer preventative maintenance services for our entire product line.

Instrument Validation

How will your instrument and data hold up in an audit? Many analytical procedures require validation as an integral part of the analysis process. JASCO offers full document support for both IQ, OQ, PQ and workbook for chromatography and spectroscopy.

Standards and reference materials are traceable to UKAS, NIST and NPL.

Safety at Work

All our engineers are safety passport enrolled and fully understand their Health & Safety responsibilities when at work in your laboratory.

Discounts

JASCO offers several discount options on our service and support plans. Any plan ordered at the time of a new instrument purchase guarantees a discount off the selected plan. We also offer multiple instrument discounts for each plan ordered.

Choose the Right Plan

All Inclusive

- All repair parts, labour, and travel costs
- One Preventative Maintenance visit per year
- All parts and consumables included based on a typical 12 month usage
- Calibration to traceable standards
- Unlimited phone support for technical & application issues
- Unlimited remote support

Preventative Maintenance

- One Preventative Maintenance visit per year
- Calibration to traceable standards
- Discounts on all parts, consumables & call-outs

JASCO can offer tailored service solutions to fit your budget and any other requirements. We will assist you in finding the plan that best suits your needs.

Extended Warranty

- All repair parts, travel and labour costs
- Option to include preventative maintenance visits
- Calibration traceable standards
- Unlimited phone support for technical & application issue
- Unlimited remote support
- Discount on consumables parts purchased

Visit the JASCO website for full information on our service products, training, promotions and full instrumentation range

www.jasco.co.uk



On-site Service and Support -
professional, reliable,
fast and effective.

FTIR

Circular Dichroism

Fluorescence

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Contact our Service Department today:

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