



Dynex DSX® Fully Comprehensive Annual Service Contract

With nationwide cover, Aspect Scientific Ltd provide quality Technical Service.

This fully comprehensive technical service & support contract includes:

- Telephone technical support and trouble-shooting, 24 hours a day, 365 days a year.
- Unlimited breakdown response visits, on-site fault finding and repair from our nationwide team of Field Service Engineers in the event of a technical problem.
- Two Preventative Maintenance service visits per year.
- Free of charge replacement parts to resolve any breakdowns and for preventative maintenance servicing.
- Unlimited Engineer labour and travel time for any breakdowns and for preventative maintenance.
- Applications Specialist support to assist with assay protocol development and instrument programming support.
- Software and firmware updates as recommended by the manufacturer.
- Issue of all manufacturer released Technical Bulletins and support for the implementation of these where required.
- Assistance with instrument relocations.
- Assurance that our team are fully manufacturer trained and certified, use up to date service procedures and have access to advanced technical assistance from the instrument manufacturer.
- Full traceability and calibration records of the engineer's test, calibration and measurement equipment used to verify the performance of the instrument, plus full reports issued after each visit - helping you with your audit requirements.

Further information overleaf.

Contact Aspect Scientific today for more information.





Aspect Scientific are certified as a manufacturer authorised and trained technical service provider for Dynex Technologies ELISA Automation Systems. This allows us to deliver the quality of technical service and support that the equipment manufacturer recommends and guarantees that all work is carried out using manufacturer procedures, by manufacturer trained service personnel and using only genuine Dynex spare parts, test and calibration equipment. Complete peace of mind that your critical analyser is maintained by the experts to ensure complete reliability and accurate results.

Quality Standards

- Aspect Scientific's Quality Management System is certified to the ISO 9001 UKAS standard
- All Aspect Scientific Service Engineers are fully qualified with a background in electronics servicing and many years experience in medical diagnostics.
- All repair, maintenance and service work is carried out to manufacturer guidelines and procedures using genuine Dynex spare parts and service kits.
- Detailed technical reports are generated from every job, with accompanying checklists and test results, all made available to the customer.
- The performance of the analyser is checked using specialist tools during each service & repair and reports generated.

Aspect Scientific's Service Team

- Field based Service Engineers providing UK nationwide and Republic of Ireland on-site support.
- Field based Applications Specialists.
- In-house Service and Repair Centre.
- Office based Technical Support Team manned by experienced Technical Support Specialists with a background in Biomedical Science..

All members of the Technical Team have a wealth of expertise and experience in providing first class customer support and technical service on medical diagnostic instrumentation. We have experience in providing Technical Service in ELISA automation, Urinalysis, Biochemistry, Haematology, Molecular Extraction, Liquid Handling, Blood Gas and Point-of-care instrumentation.



The service contract will commence on the date that your purchase order is received - or alternatively any date that you specify - and will run until one year after this date.

Contact Aspect Scientific today for more information.

