

Modular-Lab Service

Life Support Program

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.

Service Package		Basic	Advanced	Premium
Available for	ML Standard	✓	✓	✓
	ML PharmTracer / Dispensing Unit	✓	✓	✓
	ML eazy	✓		✓
Service Hours		✓	✓	✓
available on all working days Mo - Thu 8:00 AM – 05:00 PM; Fri 8:00 AM – 04:30 PM (CET/CST) at +49 30 941084 200 (Europe) or +1 508 232 7265 (US & Canada) or under service.eurotope@ezag.de / service@radiopharma-inc.com				
Response / Intervention Times				
Response time			within 24h	
Intervention time			within 48h	
Documentation				
Preventive maintenance report		✓	✓	✓
Repair report		✓	✓	✓
Services				
Remote access, diagnostics and telephone support		✓	✓	✓
Loaner availability guaranteed		✓	✓	✓
Prioritized module repair/service		✓	✓	✓
Initial evaluation prior repair included		✓	✓	✓
Annual preventive maintenance			✓	✓
Data backup storage			✓	✓
Module repair and qualification included			15% discount on spare parts	✓
Loaner unit free of charge			15% discount	✓
Maintenance kit included			15% discount	✓
ML software upgrade service included			15% discount	✓

Periodic updates are included in all packages. To find out more, please check the Terms & Conditions of your service contract. If you have any further questions do not hesitate to contact us under the following addresses.

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