



Ensure Maximum Productivity With Services From Advanced Instruments

- Service Agreements
- Installation, Training, and Validation
- Linearity Reports

Advanced Care Service Agreements

Protect your investment with a service agreement from Advanced Instruments. Take the worry out of service costs and have total peace of mind knowing your instrument is covered.



Manage your Maintenance Budget

A service agreement eliminates unplanned expenses and the extra time needed to get approval for unbudgeted costs. **With a predictable maintenance budget, you'll be prepared for unexpected repairs.**



Keep your Instrument in Optimal Performance

Your service agreement includes annual preventive maintenance that keeps your instrument running in top condition. You'll maximize instrument performance and decrease instrument downtime.

Service Agreements

Benefit	Advanced Care Plus On-Site Coverage	Advanced Care Depot Coverage
100% manufacturer-trained service experts	●	●
Depot annual preventative maintenance		●
Depot repairs (includes shipping, parts, labor) ³		●
Free instrument loaner during repairs	●	50% discount
On-site annual preventative maintenance	●	
On-site repairs (includes travel, parts, labor) ³	●	
Repair parts ³	●	●

Eligible Instruments¹

Product	Model
Osmometers	Osmo1 [®] , OsmoPRO [®] , OsmoPRO [®] MAX
Anaerobic Jar Systems	Anoxomat [®] III
Bilirubin Stat-Analyzer	BR2 ²
CSF Cell Counter	GloCyte [®]

Only our service experts are **100%-certified** and trained to service and repair your instrument.

Advanced Instruments service agreements guarantee coverage in the event of instrument downtime. If it breaks, we'll fix it — **guaranteed.**

Instrument Installation, Training, and Validation Services

Get your instrument sample-ready in one day with our professional installation, training, and validation services. With our technicians' support, your laboratory can focus on what matters—delivering accurate patient results.

Our services improve productivity. Training topics cover instrument installation, operation, and maintenance.

Benefits of Installation, Training, and Validation

- **Consistent** training using educational power points — we educate you and you educate others
- Installation with our experts provide **confidence** to set you up for success
- **Assurance** that industry standards are adhered to with training documentation and usage templates

Installation, Training, and Validation Packages⁴

On-site installation & training: An Advanced Instruments expert provides on-site installation and training for two hours. Additional training hours are available.

On-site validation: An Advanced Instruments expert provides on-site method comparison⁵, precision, and linearity validation in a single site visit. Verify your new instrument's accuracy, repeatability and linear response across its analytical measurement range and receive a comprehensive report and certification of validation.

Virtual services: An Advanced Instruments expert walks you through installation and provides two hours of virtual training. Validation support includes a report and certification of validation.

Linearity Reports Made Easy

CAP and CLIA require verification of an instrument's analytical measurement range (AMR) before introduction into the lab and every 6 months for instruments placed in service. Use our linearity kits to demonstrate linearity throughout the AMR.

Inspector-Ready Reports

Test your instrument's linearity and submit your results to us. We analyze the data and provide an easy-to-understand report that meets CAP and CLIA requirements.



Our installation, training, and validation experts **ensure** that your instrument is properly installed and validated and your staff is properly trained.



2 Technology Way
Norwood, Massachusetts 02060, USA
781-320-9000 / aicompanies.com

- 1 Instruments ship with a one-year warranty. Service agreements are available with coverage starting after the one-year warranty. Coverage is available for instruments less than 7 years old.
- 2 Product availability subject to local regulations.
- 3 Customers are responsible for installing parts with expected wear-and-tear. See terms and conditions.
- 4 Validation services only available for osmometers and GloCyte.
- 5 Method comparison only available for laboratories currently performing osmolality testing with an Advanced Instruments Osmometer.

©2022 Advanced Instruments. Anoxomat, A2O, GloCyte, Osmo1, OsmoPRO, and BR2 are trademarks of Advanced Instruments. All other trademarks are the property of their respective companies.

MP00059, Rev.4

Request a Quote: aicompanies.com/clinical-services-quote