Off-site maintenance services for Antec instruments and cells

Does your instrument require certification to comply with GMP requirements and/or service?

As the instrument manufacturer, we offer off-site maintenance service for all Antec products at our headquarters in the Netherlands. Just have it picked up and shipped to us. The instrument-specific services and parts are:

- **Flow cell**: Resurfacing  
  Maintenance of all electrodes
- **Detector**: Calibration
- **Pump head**: Replacement of O-rings and seals  
  Inspection of pistons (replace if damaged)  
  Application of the high-pressure seal run-in procedure

We’ll give it a five-star service, which is always finalized by a QC test and filing a new certificate of performance.

General procedure that applies to all our services

- Contact Antec (info@antecscientific.com) to order a service. We’ll send an RMA number and shipping instructions.
- Send the decontaminated items to Antec together with a completed decontamination form.
- We can provide a dedicated transport box (optional)
- We can provide loaner instruments (optional)
- The nominal return time is about 3-5 working days (ex. transport)
- After receiving your items, we will contact you in case we foresee additional costs before performing a repair

Ordering information

<table>
<thead>
<tr>
<th>Pn.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>900.0001</td>
<td>Service flow cell (incl. certification)</td>
</tr>
<tr>
<td>900.0001A</td>
<td>Service pump head (incl. seals, O-rings, certification)</td>
</tr>
<tr>
<td>900.0001E</td>
<td>Service DECADE II/Elite (incl. certification)</td>
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<tr>
<td>175.2034</td>
<td>DECADE shipping-box and foam inserts</td>
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<tr>
<td>901.0015</td>
<td>Loan of DECADE (w/o flow cell), 2 wks</td>
</tr>
<tr>
<td>901.0018</td>
<td>Loan of flow cell</td>
</tr>
</tbody>
</table>

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