

RX-10 Service Products

Get the Best from Your Equipment

Develop your equipment maintenance and support strategy through METTLER TOLEDO services.

Service Products	Qualification at Installation			Post-Warranty Maintenance Plan			
	StarterPac	IPac	EQPac	BasicCare	StdCare	CompCare	ExtCare
RX-10™	Available	–	–	Available			
Accessories							
ECB™, Easy Control Box	Included			Available			
Dosing Unit SP-50	Included			Available			
SevenExcellence™ pH	Included			Available			

The availability of Service Products can vary by region.

Installation

Service Activity	StarterPac	
Unpacking and Shipment Verification	Inspect shipped package for potential damages	•
	Verify that delivered items match the order confirmation and shipment papers	•
	Unpack the equipment	•
	Check the completeness and the condition of all supplied items and documentation	•
Installation Qualification (IQ)	Connect the instrument to the power supply	•
	Connect the thermostat and overhead stirring devices	•
	Connect accessories devices to the instrument e.g. ECB, Dosing Unit SP-50	•
	Check if the thermostat can perform heating and cooling tasks	•
	Check if all temperature readings show plausible values	•
	Configure instrument in iC software	•
	Configure accessories devices e.g. ECB, dosing, balance	•
	Perform functional tests	•
Qualification Documentation	Basic confirmation, IQ	•
	Standard confirmation, OQ	–
Basic User Familiarization	Instrument components, handling and operation	•
	Introduction to instrument indicators and functions	•
	Software overview and tutorial videos	•
	Documentation portfolio overview	•
	Instrument maintenance and support	•

Preventive Maintenance (Annual Service)

Maintenance Plans	PM Service	Travel & Labor (Repairs)	Repair Parts
B39910003 BasicCare	(1) Month 13	Billable (discounted)	Billable
B39910002 StandardCare (StdCare)	(1) Month 13	Included	Billable
B39910001 ComprehensiveCare (CompCare)	(1) Month 13	Included	Included
B39910001 ExtendedCare (ExtCare)	(2) Month 12 & 24	Included	Included

The METTLER TOLEDO annual Preventive Maintenance (PM) service is designed to minimize unplanned downtime, maximize performance and ensure the highest level of confidence and repeatability in data. This is done through the replacement of wear parts, optimization of the complete system and documented validation of diagnostic and performance specifications. The result is a system operating at peak performance, data you can trust and the documentation to back it up. **Note:** (1) and (2) are numbers of PMs offered.

Service Activity

Maintenance Qualification	Inspection of instrument and accessories
	External cleaning of instrument and accessories
	Inspect and adjust the touchscreen
Installation Verification	Check connections of the instrument, start-up
	Check installation of accessories
	Verify installation of firmware and iControl software
	Check if latest firmware is installed
Operational Verification	Check correct function of stirrer
	Check correct function of cryostat
	Replace wear and tear consumables (as required)
	Verify operational performance of accessories
Calibration and Adjustment	Calibrate and adjustment of SmartConnect A/D port
	ECB SmartConnect sensor & control A/D calibration validation
Scheduled Maintenance	Replace parts with limited life based on instrument age and maintenance schedule (must be prepaid)

Lifecycle Maintenance Plan

Developed in conjunction with the instrument, the lifecycle maintenance plan outlines the recommended intervals for performance validation and parts replacement. Pro-active replacement of key components with a known lifespan is essential for minimizing unplanned downtime and the risk of a system failure. This holistic approach to maintenance ensures that your instrument continues to operate at the same level of performance throughout its entire lifetime.

RX-10 Maintenance Schedule	Every Year
Calibration and Adjustment of SmartConnect A/D Port – to ensure sensor accuracy	•
Replace Touchscreen Cover – to preserve LCD surface	•
Replace Battery – to maintain system information (date and time)	•
Replace Feet, 4x – to avoid chemical corrosion and prevent from sliding	•

www.mt.com/service

For more information

METTLER TOLEDO Group

Automated Reactors and In-situ Analysis
Local contact: www.mt.com/contacts

Subject to technical changes

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