

Reliably Track Particles Inline From Development to Manufacturing



FBRM® C35

You have invested in the technology that allows process quality monitoring as never before. Ensure your instrument functions flawlessly throughout its useful life. With a service contract, our experts will maintain the system, calibrate to new specifications, and with a guaranteed operating budget from year one.



FBRM® D600

Production uptime is critical. D600 systems provide chord-length data that optimizes product conformance and quality. A service contract maintains instrument accuracy to ensure it is functioning to specification throughout its lifetime.



FBRM® S400

This lab scale instrument enables you to deliver results to your customers. Our service experts will maintain the instrument to top performance with a contract that meets your needs based on instrument criticality and budget profile.



PVM® V819

PVM® provides a window into your process. Polymorphs, contaminants, undesirable constituents, and shape factors may all be determined from PVM® data. A service contract ensures the system is ready and available to provide critical insight in real time.



Service XXL® for Particle System Characterization

FBRM® and PVM® technologies monitor particle systems to ensure consistency and peak performance of intermediate and final product. Keeping flocculation, agglomeration, and crystallization on track is key. Your technology investment is substantial and your results are critical. Our maintenance solutions provide optimal return on investment and the best results. Depend on us to keep your system operating at optimum efficiency.

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From Development to Manufacturing

Advanced	Standard	Light	Depot	
•	•	•	•	Visual Inspection and Cleaning
•	•	•	•	Mechanical Inspection (seals, O-Rings)
•	•	•	•	Check/Adjust Alignment
•	•	•	•	Evaluate Laser Source/Replace as Required
•	•	•	•	Measure and Record Voltage and Resistance
•	•	•	•	Clean/Zero window
•	•	•	•	Check Torque on all Fasteners
•	•	•	•	Inspect Accessories, Probes and Sensors
•	•	•	•	Back-up System Files
•	•	•	•	Run Service Maintenance Programs
•	•	•	•	Install Latest Software Maintenance Release
•	•	•	•	Ensure all Electronics Boards are Seated Properly
•	•	•	•	Proactively Replace Control Valve
•	•	•	•	Confirm Operation within Specification
•	•	•	•	Complete Field Preventive Maintenance Check-List
•			•	Replacement Parts
•	•			Priority Response
•	•			Travel and Labor included
•				Performance Verification Certificate
			•	Return to Factory Repair

Your Investment. Our Promise.

Our service professionals are ready and available to support our contract customers on a priority basis and ahead of those not on contract. Invest today and guarantee having our expertise onsite as soon as possible. Your investment in FBRM® technology means you are serious about particle analysis. You should take the same approach towards maintaining your system to provide consistent, accurate and reliable results.

Example Failure Mode and Cost

In this case, we evaluate the possible failure of a **D600R** laser window due to continuous exposure to production chemistry for a period of time. The financial analysis indicates that it is advantageous to sign up for a preventive maintenance agreement as a minimum.

Component	List Price
R Probe Head	\$1,112
R Probe Cable Barrier	\$1,217
R Probe Cover	\$865
D600R 25mm, 400mm Probe Tube C22	\$2,761
ODL Internal	\$1,011
USB, ODL	\$1,317
Control Valve Assy, D600	\$1,243
Solenoid Valve Assy, D600	\$377
Air Filter Kit, Internal	\$222
PVC Reference Sample, 500mL, D600	\$486
Depot Labor Charge	\$3,250
Packaging and Handling	\$250
Total	\$14,220

An Advanced Service contract **saves ≈ 150%** over the cost of a single such failure.



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Worldwide service



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