

BIOS ANALYTIQUE

Customer service and support department

Bios Analytique's customer support department is composed of technicians specialised in chromatography who have recognised experience in installing and monitoring laboratory equipment.

Trained by Agilent Technologies, our technicians are accredited to perform GC, GC/MS, LC and LC/MS techniques in compliance with manufacturer procedures and recommendations.



Support

If you need technical support for your rented products (hardware or software), simply contact us by e-mail at:

support@bios-analytique.com

Our technical support service will get back to you as soon as possible and help you find the most suitable and accessible solution.

Between your questions and our know-how, we will work out an action plan to deal with your query efficiently.

Services

We offer a range of services that may be associated with your Bios Analytique rental agreement based on your needs.

You can benefit from our expertise to simplify technical monitoring for your instruments.

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Installation

Scope

Installation concerns commissioning a product on-site and may require the client's assistance.

It presupposes that the laboratory environment meets the criteria required by the manufacturer for the instrument to function.

Description

Installation consists of performing:

- ❑ unpacking and physically positioning the equipment on the laboratory bench
- ❑ electrical hook-up
- ❑ gas or liquid fluid hook-ups (where applicable)
- ❑ network connection to the workstation
- ❑ control software configuration
- ❑ communication test on the entire unit
- ❑ final compliance check (reference sample analysis)

Useful info

The majority of Bios Analytique rental products are delivered and commissioned by us in your laboratory.

We may also call upon the manufacturer for systems that require specialised expertise.

Familiarisation

Scope

Familiarisation concerns the client learning about the product in its area of operation.

It presupposes that the equipment is installed in an environment enabling its use in the best possible conditions.

Description

Familiarisation consists of several hours' training for the user to discover the primary functional features of the installed equipment, allowing it to be used freely.

It depends on the client's requirements and the configuration of the rented equipment.

For example, for a chromatography system, it covers:

- ❑ basic maintenance for critical system parts
- ❑ basic acquisition method settings
- ❑ manual or automatic sample injection
- ❑ processing the resulting data
- ❑ printing analytical reports.

Useful info

If you already have an Agilent system equivalent to the one you wish to hire, take advantage of our presence to develop your user knowledge.

Qualification

Scope

We distinguish between two types of qualification:

- ❑ **Installation qualification (IQ)** inventories products delivered to the site of use and guarantees that the equipment has been installed according to the manufacturer's standards.
- ❑ **Operational qualification (OQ)** ensures that the product functions correctly to the manufacturer's specifications.

IQ and OQ form part of the laboratory's quality system.

Description

► Installation qualification

IQ precedes and prepares for OQ.

This consists of ensuring the product is installed on-site in compliance with manufacturer procedures and recording the following:

- ❑ product references and associated serial numbers
- ❑ installed accessories and options
- ❑ certificates and conformity reports issued by manufacturers
- ❑ documents (paper or electronic) supplied to the user

► Operational qualification

OQ consists of taking measurements and readings in accordance with manufacturer procedures..

For example, for a chromatography system, it covers:

- ❑ flow rate of gas or liquid passing through the system
- ❑ adjusting detector read settings
- ❑ acquisition background noise (amplitude & drift)
- ❑ detection sensitivity
- ❑ injection repetition frequency of a reference sample

OQ may be subject to various adjustments and corrective maintenance if necessary.

Useful info

IQ and OQ services can be ordered when the product is installed.

For contracts longer than 12 months, we may conduct OQ annually (frequency recommended by the manufacturer, Agilent Technologies).

Re-qualifying a product presupposes that it was revised before OQ (compulsory preventive maintenance).

Our technicians are accredited to provide these services.

The manufacturer, Agilent Technologies, offers innovative qualification reports (IQ / OQ) in Adobe PDF format with electronic signature.

Preventive maintenance

Scope

Preventive maintenance is a general overhaul to guarantee continuous error-free operation.

The goal is to detect potential problems before they cause failures and decrease equipment downtime.

Regarding manufacturer specifications, this is compulsory to prepare the instrument for operational qualification (OQ).

Description

Preventive maintenance consists of:

- ❑ cleaning, testing, diagnosing, and adjusting mechanical and electronic devices
- ❑ replacing faulty, worn, or suspect consumables
- ❑ a final compliance check (reference sample analysis).

A detailed service report (including a working procedure and any readings taken) completes this service.

Useful info

Preventive maintenance is conducted according to manufacturer procedures.

Most wear consumables (gaskets, injection needles, frit seals and valves, MS pump oil, etc.) are provided during this service.

Removal

Scope

Our removal service includes shutting down, dismantling, and packaging a product on-site.

This occurs at the end of the rental contract (unless the equipment is purchased) and frees the user from preparing the equipment to be returned to Bios Analytique.

Description

Depending on the product type, removal consists of:

- ❑ a quick inspection of general system status
- ❑ preventive maintenance
- ❑ backup (on media provided by the user) of data produced during the rental period (sequences, methods, analysis)
- ❑ dismantling the products installed
- ❑ packing the equipment in its original boxes
- ❑ removing the equipment after it has been inspected and packed.

Useful info

The client must retain the original packaging throughout the rental period. Any loss or deterioration will be invoiced in addition to the final rent payment.

In order to guarantee correct equipment verification and complete packaging for products and accessories delivered several months previously, removal will be performed by one of our technicians.

Clients carrying out removal themselves may be held liable if a product is found to be missing or defective upon delivery at Bios Analytique.