

## INTRODUCTION

Esco Services takes professional pride in ensuring compliance with legal guidelines and ISO standards while helping your company minimize equipment disruption or downtime; thus improving your company's productivity.

With a strong global network of field service engineers, we provide comprehensive and reliable services to our clients that include dependable inventory of ready parts, technical support, field-based engineering, factory engineers, and after-sales representatives.

Our field service engineers have extensive experience and undergo up-to-date trainings. Globally, we have field service representatives who are NSF, TÜV-NORD, NEBB, IFBA and CETA-CNBT certified who are able to service a wide range of equipment.

Esco is your choice for Life Science, Cleanroom, Pharmaceutical, and Medical Laboratory Equipment Services.

## ESCO GLOBAL NETWORK

42 LOCATIONS IN 21 COUNTRIES ALL OVER THE WORLD



Learn more about Esco Lifesciences Group through our website and social media account by scanning this QR code.



@escolifesciences

@escolifesci

@esco

**Esco Lifesciences Offices:** Bangladesh | China | Denmark | Germany | Hong Kong | Indonesia | Italy | Lithuania | Malaysia | Myanmar | Philippines | Russia | Singapore | South Africa | South Korea | Taiwan | Thailand | UAE | UK | USA | Vietnam

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# ESCO

LIFESCIENCES GROUP

## ESCO SERVICES



[www.escolifesciences.com](http://www.escolifesciences.com)

# ESCO SERVICES

## CERTIFICATION / VALIDATION / PREVENTIVE MAINTENANCE

For your equipment's optimum performance, regular testing and maintenance should be done at least annually

### Laboratory Equipment:

- Biosafety Cabinets
- Laminar Flow Cabinets
- PCR Cabinet
- Fume Hoods
- Ultra-low Temperature Freezer
- Lab Refrigerators and Freezers
- Centrifuge
- Shaker

### Medical Equipment:

- Embryo Culture
- Witnessing and Traceability System
- Sample Handling
- Time-Lapse
- Quality Control
- Animal IVF

### Pharmaceutical Equipment

- Cleanrooms
- Pharmaceutical Isolator
- Airflow Containment
- Cross-Contamination Facility Integrated Barrier
- Isolation Containment
- Ventilation Containment
- Radiopharmacy

### Other Services

Esco Lifesciences Group offers a comprehensive range of services beyond regular preventive maintenance. These include:

- IQ/OQ
- General breakdown calls & Troubleshooting
- Installation works
- Commissioning & Decommissioning
- Retrofit & Customisation works
- Spare parts replacements
- Decontamination Services

## VALUE ADDED SERVICES: USER TRAINING & SEMINARS

Esco Lifesciences Group provides User Training and Seminars to help professionals optimize our solutions. These expert-led sessions include hands-on demonstrations and practical applications, ensuring users achieve efficiency and compliance.

## SAFEGUARD YOUR EQUIPMENT WITH OUR SERVICE & WARRANTY PACKAGE

	Service Package			Warranty Upgrade			Warranty Extension	
	BEST VALUE			BEST VALUE			BEST VALUE	
	Maintenance Basic	Maintenance Plus	Maintenance Star	Factory Standard Limited Warranty	Warranty Plus	Total Warranty	Extended Warranty	Extended Warranty Plus
<b>Corrective Repair Services</b>								
On-Site Breakdown Call Response	3-5 work days	2-3 work days	1-2 work days	3-5 work days	2-3 work days	1-2 work days	3-5 work days	2-3 work days
Repair Transport & Labour	10% discount	✓	✓	Only during 1st Year Warranty	✓	✓	✓	✓
Repair Parts	10% discount	✓	✓	✓	✓	✓	✓	✓
Repair Consumables	Full Charges Apply	15% Discount	20% Discount	Full Charges Apply	15% Discount	✓	Full Charges Apply	15% Discount
Shipping / Courier of Repair Parts & Consumables where applicable	Full Charges Apply	✓	✓	Full Charges Apply	✓	✓	Full Charges Apply	✓
<b>Preventive Maintenance</b>								
Pre-Scheduled Annual Testing & Preventive Maintenance	Full Charges Apply	✓	✓	Full Charges Apply	✓	✓	Full Charges Apply	✓
Maintenance Kits*	10% Discount	✓	✓	Full Charges Apply	✓	✓	Full Charges Apply	✓
Software / Firmware Upgrade (where required)	✓	✓	✓	Full Charges Apply	✓	✓	Full Charges Apply	✓
Detailed PM Service/ Testing Reports	✓	✓	✓	Full Charges Apply	✓	✓	Full Charges Apply	✓
<b>Value-Added Services</b>								
Ad-hoc Spares & Consumables Purchase	10% discount	15% discount	20% discount	Full Charges Apply	15% discount	20% discount	Full Charges Apply	15% discount
Adhoc Decontamination (for BSC only)	10% discount	15% discount	✓	Full Charges Apply	15% discount	20% discount	Full Charges Apply	15% discount
Additional Adhoc Services	10% discount	15% discount	20% discount	Full Charges Apply	15% discount	20% discount	Full Charges Apply	15% discount
Qualification Services - IQ/OQ	10% discount	15% discount	20% discount	Full Charges Apply	15% discount	20% discount	Full Charges Apply	15% discount
On-Site User / Product Training	10% discount	15% discount	✓	Full Charges Apply	15% discount	20% discount	Full Charges Apply	15% discount

- Service coverage may vary depending on geographical location. Please consult your local Esco representative for detailed service availability in your area.
- Response times for breakdown calls may differ based on country or location. For specific service details in your region, please contact your local Esco representative.
- Esco's obligation to respond to breakdown calls may be nullified due to restricted access to certain buildings, rooms, or geographic areas.
- Maintenance kits are available only for products explicitly designated by Esco as eligible for such kits.
- All parts replacements must be approved and recommended by Esco prior to installation.
- Ad hoc decontamination services are offered exclusively for Biological Safety Cabinets (BSCs) and only when expressly recommended and authorized by Esco.
- Parts associated with Variable Air Volume (VAV) systems or ducting are not covered under warranty or service agreements.
- All service related packages apply exclusively to standard units. For customized units, please consult your local Esco representative for additional information.
- The shipping method for parts will be determined at the discretion of the local Esco representative responsible for services in your area.

Learn more about Esco Service  
and Warranty Packages by  
scanning this QR code.

