

Reveleris® Flash Chromatography System Service and Maintenance Agreements

Grace Service and Maintenance Agreements are essential to help properly maintain your equipment and ensure optimal performance

Covering your Reveleris® flash instruments with a Grace service agreement helps to reduce instrument downtime and to ensure reliability of results. Our service packages are designed to give you peace of mind by minimizing the impact of service activities, allowing you to be more productive. We offer packages for both the Reveleris® and Reveleris® X2 flash chromatography systems.

Key Benefits

Optimal productivity and prolonged instrument lifetime

Receive the highest level of care with our comprehensive service package

Reduce downtime and increase reliability of results

Help ensure consistent performance and instrument reliability through regular maintenance and system checks

Maintenance and service agreements to fit your budget and coverage needs

Choose from preventative maintenance visits, standard or full service agreements

Eliminate unexpected service costs

Purchasing a service agreement helps to avoid any unplanned service costs

If service is needed, you are covered

Our experienced service team is ready to diagnose and fix your Reveleris® flash instrument



Reveleris® System Service and Maintenance Agreements

	Preventative Maintenance Visit	Standard Service Agreement	Full Service Agreement
Hot line and Email support	•	•	•
Service Documentation	•	•	•
Function Check and Error Analysis	•	•	•
Calibration and Adjustment	•	•	•
Installation of Essential Updates	•	•	•
Onsite Preventive Maintenance	1 Visit	1 Visit	1 Visit
Maintenance Parts (PM)	•	•	•
Service Labor		•	•
Service Travel		•	•
Service Parts	10% discount	10% discount	•
Onsite Service Visits (as needed)		Max 2 Visits	•
Length of Service Agreements	1 Visit	1 Year	1 Year
Reveleris® System Service Agreement Part No.	8000532	8000540	8000531
Reveleris® X2 System Service Agreement Part No.	8000710	8000711	8000712

The Reveleris® and Reveleris® X2 flash systems come with a one year limited warranty coverage of parts and labor. We recommend purchasing a service agreement to help maintain the performance and reliability of your instrument.

Preventative Maintenance Visit

A regular Preventative Maintenance visit is essential to ensure your Reveleris® flash chromatography system continues to operate at peak performance.

Each Preventative Maintenance Visit includes:

- A full inspection, including a check of the system safety features to identify and correct any potential safety hazards
- Review of functional history and any service concerns
- Replace essential wear parts as needed
- Check, clean and advise if replacement of any other parts is necessary
- Perform system verification testing to ensure the system is operating within specified tolerances
- Provide a Preventative Maintenance checklist and test results
- 10% discount on service parts



Standard Service Agreement

Standard coverage providing security for minimal investment. Protection to cover emergency service needs and minimize downtime and service costs.

Each Standard Service Agreement includes:

- Everything included in the Preventative Maintenance Visit, during the contract period
- Up to two onsite service visits inclusive of travel and labor during the contract period
- 10% discount on service parts

Full Service Agreement

Full coverage for your Reveleris® flash chromatography system, includes priority response, unlimited service visits, labor, travel and parts.

Each Full Service Agreement includes:

- Everything included in the Preventative Maintenance Visit and Standard Service Agreement during the contract period
- Unlimited on site service visits during the contract period
- All travel and labor during the contract period
- All service parts needed for repairs during the contract period

Receive a discount on service contracts with the purchase of a new Reveleris® X2 flash system*. Options available for multiple year and multiple system packages. Contact us for more information.

**Contact
Your Local
Grace Sales
Representative
For More
Information
Or Visit Us On
The Web**



*Service agreements must be added to your order at the time of the Reveleris® flash system purchase.

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