

TECHNICAL SERVICES



MAXIMUM LIFE AND PERFORMANCE
FROM YOUR MEASURING INSTRUMENT

KRÜSS

Advancing your Surface Science

A man with a shaved head, wearing safety glasses and a light blue button-down shirt, is focused on his work. He is holding a small metal tool or component near a precision scale. The scale has a large, cylindrical metal weighing pan suspended from a central point. The background is a bright, clean laboratory or industrial setting with various pieces of equipment.

„The best results are achieved when man
and technology work hand-in-hand.“

Thomas Zschockelt, Technical Support Engineer

ENSURING YOUR INVESTMENT IS OUR PERSONAL CONCERN

- **Comprehensive, individual service for all aspects of your measuring instrument**
- **Qualified advice from our team of engineers**
- **Long-term use of your instrument well beyond the normal limits**

Precision, quality and long-term functional reliability are things we take for granted at KRÜSS Technical Support. We assist you and monitor your instrument from the very beginning, ensure its operational readiness with regular maintenance, and act quickly and dependably whenever you need our support.

We are a team of highly qualified engineers, and see it as our job to provide a combination of technical know-how and comprehensive advice. We are not only familiar with the measuring technique of your KRÜSS instrument, but also with the ways in which it can be used for a variety of applications. With this knowledge, we from the Support Team can help you get the best from your technology.

We work together with you to match our extensive range of services to your requirements. This flexibility and technical knowledge enable us to ensure the high quality and value of your instrument.

We continuously maintain the reliability of our measuring instruments over lifetimes significantly longer than is normal in the industry. Even when KRÜSS has long since developed a successor for your instrument, we will undertake everything technically feasible to repair and even modernize it.



OUR RANGE OF SERVICES AT A GLANCE

Installation and training (IAT/RIAT)

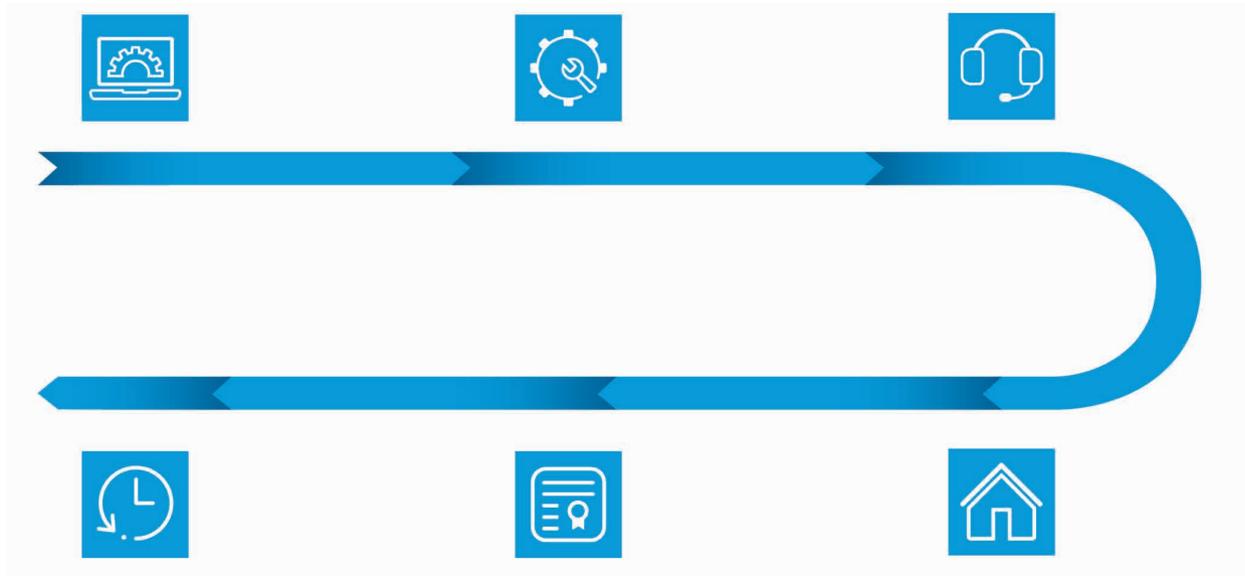
Do you want to use your instrument with maximum efficiency and expert knowledge from day one? We will arrange this and provide an installation and training (IAT/RIAT) for you and your staff.

Maintenance contract

Do you want keep the precision and reliability of your instrument at the same high level in the long term? We will maintain, adjust and calibrate it as part of regular service visits.

Remote support

Do you face any technical issues and rely on a quick solution? We will provide direct support from screen to screen.



Extended warranty

Would you like our promise of long-term functional reliability in writing? We can offer you an extension of the legal warranty.

Qualification (IQ/OQ)

Do you want to use your instrument and its methods as part of a standardized quality management system? We will carry out Installation/Operation Qualification (IQ/OQ) and create documentation tailored to your needs.

On-site service

Are you confronted with a failure of your instrument, or do you want to move it, recommission it or train new staff to use it? We will respond quickly and flexibly with our on-site service.



PLACE YOUR MAINTENANCE AND TRAINING IN QUALIFIED HANDS

- **All-round service for setting up your instrument**
- **Comprehensive training**
- **Maintenance of precision and reliability through regular servicing**

Installation and training (IAT/RIAT)



We see ourselves responsible for the smooth operation and performance of your measuring instrument. To ensure that it delivers accurate results from day one, we can set it up for you as part of an IAT and provide instruction with comprehensive training.

Before we set up your instrument, we will first advise you on the ideal installation conditions. We will then assemble the hardware, install the software and commission the instrument. In doing so, we will check all functions again under on-site conditions, adjust and calibrate the measuring instrument, and produce a detailed report.

After this, we will familiarize you with your new KRÜSS instrument by means of comprehensive training. This personal guidance will include practical and theoretical instruction in your new measuring system and training on how to use the software. This knowledge will enable you to get the best out of your measuring instrument and maintain its value through professional use.

For instruments which need only a few steps to set up, we will be pleased to make organizing the date easier for you and carry out the installation and training jointly with you, screen-to-screen, as Remote IAT (RIAT).

Maintenance contract



A KRÜSS maintenance contract will enable you to plan the servicing of your measuring instrument and reduce the risk of failure to a minimum. During a service visit, we are able to detect the smallest impairments to performance and rectify them immediately. With our help, you will have the benefit of long-lasting, reliable equipment and will be able to count on a measuring system which we adjust and calibrate with precise, traceable standards.

Our maintenance contracts cover:

- On-site maintenance by one of our support engineers*
- Checking all functions of the instrument
- Electronic or mechanical adjustment and cleaning of components (including minor repairs)
- Checking and calibrating the sensors
- Technical advice relating to the instrument
- Remote support via online sessions

* For our mobile measuring instruments MSA, GH11, BPT Mobile, and BP50, we also offer a contract for in-house maintenance at KRÜSS. In case you cannot pass on your instrument, we offer to support you with an instrument from our pool to bridge the in-house-maintenance or repair.





WE ARE ALWAYS THERE WHERE YOU NEED US

- **Fast and flexible support in the event of a fault**
- **Immediate online help from screen to screen**
- **Support for relocation and re-training**

Remote support



It is often possible to avoid organizing a visit on your site, as we can help you with most measuring instruments online using Remote support. To do this, we simply set up a secure internet connection to the computer which controls your instrument. In parallel with this, we accompany you through the support process. In this way, we optimize software parameters, and help you to use and update installed firmware and driver versions on request.

You can even dial into one of our engineers' computers yourself and take a virtual look over their shoulder. This will enable you to view a software simulation, for example, for training purposes. If required, data can also be exchanged in both directions after your explicit approval.

On-site service



Our instruments are manufactured to high quality standards and do not leave our factory before undergoing extensive pre-delivery inspection. However, if a problem should occur, we will rectify this during a site visit. We carry out repairs, overhauls and recalibration quickly and flexibly.

In addition, we also offer individual, customized training courses and comprehensive instruction, and help you with your specific questions. And, of course, we are on the spot if you relocate with your instrument or want to train new members of staff on an existing unit.

If you know in advance when you need our help, we can plan to visit you on our regular service trips. Or, we will come immediately if you need support at short notice.



Martin Jungsbluth
Head of Technical Support & Quality Assurance



HOLD US TO OUR QUALITY PROMISE

- Incorporate our instruments smoothly into your quality processes
- Certified security through extended warranty

Qualification (IQ/OQ)



Quality managers define special requirements for test equipment and its validation. We support our customers in this area by certifying GLP/GMP-compliant qualification of our measuring instruments and methods, and produce the associated documentation. In this way, we make it easy for you to incorporate our measuring instruments into your standardized processes.

We offer Installation Qualification/Operational Qualification (IQ/OQ) worldwide for all our current measuring instruments as well as for the software and our measuring methods. It goes without saying that this is documented by all associated test reports and certificates.

We carry out IQ after commissioning the measuring instrument at your premises. For the OQ, we visit you periodically on request. In this way, we continuously ensure that the instrument is ideally suited to your quality process, and document the reliability of the measuring methods.

Extended warranty



The long, trouble-free operating life of our measuring instruments is a commitment that we are only too happy to put in writing. We therefore offer an extension to the warranty for your new unit. In doing so, you are free to choose between two types of extended warranty:

1. Extension including all spare parts, excluding time to carry out the repair
2. Extension including all spare parts and the time incurred to carry out the repair

As part of the warranty service, we will not only repair your instrument but also ensure that it is available again without delay and performing to the best of its ability.

Sebastian Pluchowski
Technical Support Engineer



ALWAYS CLOSE TO YOU

At KRÜSS, we combine technical know-how and scientific expertise with plenty of passion. That is why we not only produce high-quality measuring instruments for surface and interfacial chemistry – we offer a unique combination of product and scientific consulting. Our continuous know-how transfer ensures that not only we at KRÜSS keep pace with scientific developments, but also our customers.

In this way, we help you to optimize and make better use of your technologies. This has made us the global market leader in the field of surface and interfacial tension measurement. As such we ensure with our Technical Support that you can rely on us in the long term. Simply get in touch with us if you need help with your measuring instrument or software. We are always close to you.



Worldwide Technical Service:

KRÜSS GmbH | Borsteler Chaussee 85 | 22453 Hamburg | Deutschland
Tel.: +49 40 514401-55 | Fax: +49 40 514401-98 | service@kruss.de

If you purchased your instrument from a dealer, they will also be able to provide you with technical service: kruss-scientific.com/contact

Location-based Technical Service:

USA & Canada Tel.: +1 704 847 8933 | service@krussusa.com
China Tel.: +86 10 6184 2095 | service@krusschina.cn
France & UK Tel.: +33 1 60 14 94 04 | service@kruss.fr