

SERVICE AND SUPPORT

As the owner of analytical equipment from QCL the right advice is only a phone call away. Our technical staff provide free telephone and email support 365 days a year, providing advice on aspects such as operating procedures, sampling practice and fault finding.

Properly maintained equipment is less likely to let you down so we offer a range of extended warranty and service cover options to keep your equipment in optimum condition. Our preventative maintenance plans ensure your analytical equipment is available when you need it. Our manufacturer trained engineers are strategically positioned around the UK, allowing us to maintain an average 24 hour call-out response time.



Installation and Commissioning

- System placement
- Operational checks
- Software setup and calibration
- Operator training

Servicing

- On-site preventative maintenance
- Manufacturer standards and parts
- Service contract options
- Workshop facilities

Support and Remote Services

- Free telephone and email support
- Specialist advice and knowledge
- Online product guides and SOPs
- Remote diagnostics and upgrades

Training

- Practical and theory training
- In-house or on-site
- User maintenance courses
- Calibration courses

Repairs and Refurbishment

- UK on-site coverage
- Regionally based engineers
- Telephone support 365 days a year

Analytical Quality

- Optimised analytical performance
- Quality monitoring tools
- Calibration reference materials

We service and maintain instruments from the following manufacturers:



Delta Instruments
An Advanced Instruments Company



Regional Engineers and Specialists

Field engineer locations ensure QCL supplies rapid service and breakdown support over the whole of the UK 365 days a year.



Newcastle-under-Lyme

Our centrally located service centre is staffed by a dedicated team of manufacturer trained engineers and has facilities for servicing, repair, calibration and training. We service a wide variety of dairy instrumentation, electrochemistry and laboratory equipment.

Forest Row

Laboratory facilities are available for customer application development, demonstrations and training.



FOR MORE INFORMATION CONTACT:

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