



QCL TECHNICAL SUPPORT



## Support Whenever You Need It

Our focus at QCL is to ensure our customers receive the highest levels of support for our analytical solutions in all areas of analysis and compliance. Whenever you need us, we are here to help.

### Installation

Delivery and installation is a crucial part of our service. Your new investment will be commissioned by our highly skilled and experienced team and installed in accordance with the manufacturer's standards and protocols. For our more complex analytical solutions we provide post installation follow up support to ensure you are getting the expected performance and benefits out of your new analyser.

### Calibration and Validation

If required we calibrate and validate your analyser to ensure it is performing to expectations and specification. Calibration and validation will be tailored to your specific needs.

### Training - Theory and Operation

All our installations include training to ensure correct operation and maintenance in accordance with the manufacturer's procedures and recommendations. Post installation we offer a full range of training packages to help increase or refresh your knowledge and skills. Courses can be run in-house or off-site and are tailored to your specific requirements.

### Technical Support - Guidance and Troubleshooting

As a customer of QCL the right advice is only a phone call or e-mail away and our support team can often resolve issues remotely. The support section of our website contains downloadable guides on the operation, maintenance and troubleshooting process for our analytical solutions which can be used for staff training or to help diagnose and correct an issue.

### Service - Expert Engineering Support

We offer a range of post sales options to keep your analysers in optimum condition, maximising up-time and minimising cost. Our support team use original manufacturers' spare parts and consumables fitted in accordance with the manufacturer's recommended procedures and schedules.

### Contact

If you have any questions about your analyser or wish to find out more about our post sales packages and service please contact us on 01342 820822 or e-mail [service@qclscientific.com](mailto:service@qclscientific.com).

