

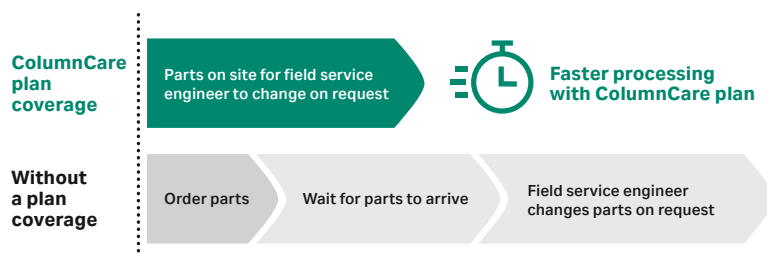
ColumnCare

Maintain your column at the right time without interfering with your process

Maintaining your column at the right time is critical to keeping your process on track. Repacking columns between production cycles can introduce risks like contamination, leakage, or unexpected downtime. The ColumnCare plan is designed to proactively address these challenges: ensuring your AxiChrom™, BPG, and Chromaflow™ columns—including custom columns—stay operational and reliable.

ColumnCare plan benefits

Regardless of when a PM is needed during a two-year period, you'll have parts available on site for a field service engineer (FSE). This ensures prompt and efficient service with minimal downtime.



Overview

Duration	Two years
PM	One visit
PM kit	One per covered column sent to you at the start of your contract. To be kept on site.
Response time	Ten days (also for billable repair)

What's included

- One preventive maintenance (PM) per column
- PM kit shipped at contract start—kept on-site for immediate use
- Flexible 24-month contract to suit planned, or unplanned, maintenance
- Five-day response time for both PM and billable repairs
- Parts ownership—you keep the kit; no waiting for shipments



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