



Shaker Services

Services | Available in the US Only

**INFORS HT**  
We bring life to your laboratory

Your lab depends on  
healthy growing cells,  
and these cells depend on  
your Incubator Shakers.





# Incubator Shaker Services

Think of it like life insurance for your cells

Your lab depends on healthy growing cells, and these cells depend on your Incubator Shakers. The last thing you want in your lab is unscheduled downtime.

Rely on INFORS HT Field Service Engineers to ensure optimal performance of your shakers. Looking deeper than routine maintenance, our team of experts can identify issues that may not be visible today but could cause potential concerns in the future.

## Service Offerings

Even after ten years of constant operation, our Incubator shakers work just as well as they did on the very first day. In addition to top-quality product manufacturing, that accomplishment reflects outstanding service once the product is in use. That's why, when INFORS HT delivers a product, it's not the end of the process—it's the beginning of a customer relationship that will last for years.



Multitron Standard Incubator Shaker

## INFORS HT offers the following services:

- Preventive Maintenance (PM)
- Service Agreements
- Qualification and Validation

# Service Offering Details

For Incubator Shakers

	<b>Preventive Maintenance Agreement</b>	<b>Premium Service Agreement</b>	<b>Customized Service Agreement</b> For customers with 20 shaker units or more. Select options below to fit your specific service needs.
<b>Pricing</b>	\$	\$\$	\$\$\$
<b>Length of Service</b>	1 time per year or as needed	12-month	12-month
<b>Replacement Parts*</b>	Standard Rate	10% Discount	10% Discount
<b>Travel</b>	Standard Rate	✓	✓
<b>Additional Labor</b>	Standard Rate	✓	✓
<b>PM Visit and Consumable Parts</b>	✓	✓	✓
<b>Remote Support</b>		✓	✓
<b>Verification</b> (Pass/Fail parameter, temperature, agitation, CO <sub>2</sub> , and humidity)		✓	✓
<b>Calibrations</b> (With documentation)			✓
<b>Priority Repair Scheduling</b>			✓
<b>Emergency maintenance visits**</b>			✓

Note: Validations, qualifications, and deep cleaning services are quoted separately.

\* All parts not including PM consumable parts and manufacturing defect parts. Please refer to your services quote for the full list of included replacement parts for your incubator shaker.

\*\* Includes 2 emergency visits (for a 12-month period) plus parts needed during those visits. Emergency visits cannot exceed 8 hours per day. Average response time of 96 business hours (Varies by product type and region).

# Qualification and Validation

As a manufacturer, INFORS HT, USA performs qualification and validations to ensure the equipment is safe, reliable, and ready for our customers. Our goal is to ensure functionality and critically evaluate the equipment to mitigate possible mechanical or electrical issues during normal operation and to verify and validate equipment performance against specifications. This is offered in standard or fully customized packages based on your requirements in the following areas:

- Installation Qualification - IQ
- Operational Qualification - OQ
- Factory Acceptance Test - FAT
- Site Acceptance Test - SAT

We create all document packages based on order specifications. All parameters equipped on the units will have corresponding test protocols for FAT and SAT portions of the qualifications. Additionally, we compile all information and test documents related to the equipment order and establish a digital footprint recording the history and performance.

There are basic test protocols for temperature, RPM, humidity, CO<sub>2</sub>, alarms, and analog output options. Customers may request custom test setpoints for all parameters within reason. Custom protocol requests, such as temperature uniformity testing and temperature chamber mapping, require approval by INFORS HT Quality Control and Engineering Department.

## Full IQOQ Package Steps:

- Receive an order with defined needs requiring IQOQ, FAT, SAT
- Produce equipment to the order request, with required customer parameters
- Perform the basic shaker operational test, verifying the function and operation of the equipment to be validated (Referred to as Pre-FAT)
- Generate documents specific to the order for the IQOQ package.
- Execute protocols on equipment and record all findings.
- Scan all documentation into a digital format which can be reviewed by the customer prior to shipping the equipment. Any faults, deviations, or questions regarding performance can be addressed prior to boxing.
- Once approved, the equipment is boxed with a hard copy of the IQOQ binder, executed FAT protocols, and blank SAT protocols.
- After the customer receives the equipment, INFORS HT can perform the IQ during the execution of the SAT or the customer can perform the IQ and SAT if they did not order the service. Blank SAT protocols are always provided and blank word documents are provided in the digital copy.
- If the SAT is purchased, we will schedule one of our service technicians to arrive at the customer site based on the customer's schedule. They will perform the SAT to complete the package. SAT execution costs can vary depending on customer location.



# Preventive Maintenance

## For Incubator Shakers

Proactive Preventive Maintenance (PM) is essential to ensure proper operation of your equipment. This plan ensures your Incubator shakers are always ready to use and maintain optimal production efficiency and accuracy at the lowest possible cost to you.

During a PM visit, our qualified field service engineers will perform inspections and corrective actions on the mechanical and electrical subsystems of your units. They will identify components that show signs of wear to conduct necessary repairs, preventing unexpected downtime or product loss.

### Advantages

- Maintenance and repairs performed by INFORS HT, USA factory trained and certified field service engineers.
- Remote support available.
- All parts supplied will be original equipment manufacturer.
- Extended warranty on all parts installed by field service engineer.
- All common parts readily available and stored locally with critical parts stored at regional office locations.
- Reduce Incubator Shaker breakdown times and minimize productivity delays.
- Certified NIST calibrations within INFORS HT manufacturing tolerances.

### Types of Maintenance

#### Preventive

- Semi-annual and annual PM visits (Recommend at least once a year).
- Preventive Maintenance Tasks (See check list on next page).
- Light cleaning of both the inside and outside of each unit  
NOTE: If sanitization and deep cleaning is needed, please speak to your field service engineer. This would require an evaluation of the unit and will be quoted separately.

#### Predictive/Scheduled

- Predetermine recommended critical component replacement. Analyze customer fault history to develop a frequency for critical components (e.g., lower bearings, table throw bearings, humidification components, fan blower assemblies, CO<sub>2</sub> and humidity sensors).

#### Corrective

- Required repairs identified during the PM visit.



Multitron Incubator Shaker

# Preventive Maintenance Tasks

For Incubator Shakers



A PM checklist and full-service report will be completed for each unit and provided along with PM calibration tags on the units to show the date of service and next due date.

If additional work is required that is beyond the listed scope, customers will be presented with a quotation for the work and a second visit may be required. Discounts on required parts may apply based on agreement details.

## PM Checklist

- Verify proper operation of the printed circuit boards and display panel.
- Verify external condition and proper operation of the unit.
- Remove the tray and clean the area under the shaking table (Excluding Spillages).
- Inspect/replace Multitron shaker torsion bar bearings.
- Inspect/replace Minitron shaker table support bearings.
- Inspect/lubricate/replace rod ends.
- Inspect/replace the table isolating connections.
- Inspect/replace drive belt.
- Verify proper operation of the door opening system.
- Inspect door gasket and verify door is properly sealing.
- Verify proper operation of the heating system.
- Verify proper operation of the cooling system (if applicable).
- Verify coolant level and replenish if necessary (if applicable).
- Verify proper operation of the drive system.
- Verify operation and calibration of the humidification system (if applicable).
- Verify operation and calibration of the temperature sensor.
- Verify operation and calibration of the CO<sub>2</sub> system (if applicable).
- Ensure proper labeling is in place and equipment is stable and safe for use.

- Verify operation and functionality of the speed system.
- All preventive maintenance checks and findings will be documented on INFORS HT Preventive Maintenance Checklist.
- Apply calibration/preventive maintenance Label and go over all findings with the customer.

## Additional Regional PM Options

- Extended warranty after PM
- Emergency visits
- Free evaluations on during PM visits
- Discount on all Incubator Shaker repairs if service contract is purchased





# Ensure optimal shaker performance

## INFORS HT, USA

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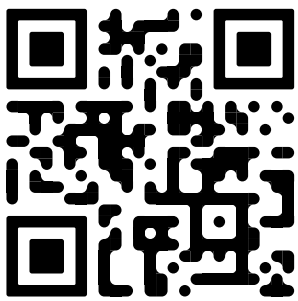
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Request more information  
using this QR Code



### Specific Terms and Conditions:

1. An initial inspection must be required by INFORS HT before placing units under the Premium and Customized Service Agreements at additional cost to the customer.
2. Work done during PMs and any subsequent repairs are covered by warranty for 45 days after completion of the PM.
3. The Premium and Customized Service Agreements do not cover and shall be void for (a) damages resulting from natural disasters, fire or flood, (b) defects, damages, or loss resulting from misuse, abuse, neglect, or alterations by, or directed by, the owner of the device, and (c) defects or damages resulting from service or repair by anyone other than INFORS HT.
4. INFORS HT will make every effort possible to repair the problem with the shaker. In the event that a shaker cannot be made operational INFORS HT will refund the entire cost of the Premium and Customized Service Agreements for that unit.
5. Preventive Maintenance Visits for all units should be scheduled to be performed at the same time or periods that are previously agreed upon by INFORS. Changes or multiple visits may result in additional charges.
6. INFORS HT, USA does not provide "emergency" response visits or conduct repairs outside of normal business hours (8:00 AM to 5:00 PM local, Monday- Friday) or during holiday hours. INFORS HT, USA personnel will respond to all requests for service within one business day of receipt.