

IKA

designed for scientists

EN



BEST SERVICE QUARANTEED |
From calibration to spare parts

Available for you worldwide

Choosing a product from IKA is also a choice of IKA's excellent technical service in your region. Our team is available to you worldwide for service questions.



/// Application consulting

In the IKA Application Center it is possible to test all laboratory devices yourself. Our experts analyze your processes and work with you to find out how your application can be optimized.

/// Application center

Our Application Center offers the latest laboratory equipment on 400 m².

/// Device testing

The application team provides support for individual testing of devices and processes.

/// Sample analysis and application proposal

For submitted samples, you will receive specific application advice within two business days.

/// Customizing Center

If there is no suitable solution for your purpose in our portfolio, we will work out one for you. Our website provides examples of already implemented applications.

/// Calibration service

IKA stands for quality, safety and accuracy in laboratory and analytical technology. On request, we calibrate your laboratory equipment and document measurement and reference values under specially defined conditions.

Do you have any questions? Our Application Support is available personally at your disposal:

00 8000 4522777
(00 8000 IKAAPPS)



IKA's service begins long before you decide for a laboratory device. And afterwards? It continues for even longer.

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Calibration services

Ensuring quality and reproducibility: we calibrate all your laboratory devices and document measurement and reference values under specially defined conditions. Together with you, we determine the optimal calibration intervals for your applications.

Factory calibration certificates

Laboratory equipment: Ident. No. 0010006579
Analytical technology: Ident. No. 0010006580
Bioprocessing: Ident. No. 0010013624

/// Factory calibration certificates (ISO-calibration)

According to DIN EN ISO 9001, you will receive a factory calibration certificate for your new IKA laboratory device. Calibration takes place before delivery or at your site by our service department. You can already inform us about specific test or inspection points when you place your order. Our service department will check the feasibility of the calibration and provide you with an individual offer.

General certificates

Laboratory equipment: Ident. No. 0010010524
Analytical technology: Ident. No. 0010010808
Bioprocessing: Ident. No. 0010013625

/// General certificates (2.1, 2.2 or 3.1)

For accessories, surface certificates (according to 3.1) or material certificates (according to 2.2 or 2.1) can be issued (if necessary with additional effort and costs).

Do you have any questions? Our service team is available personally at your disposal:

00 8000 4524357
(00 8000 IKAHELP)



/// Calibration and maintenance agreement

If you want to have your laboratory or analytical device (e.g. ROTAVISC) calibrated, you will benefit from our combined calibration and maintenance agreement. On request, we will provide you with an offer adapted to your individual requirements for regular or even one-time testing.

Regular calibration is also important during operation. We will gladly prepare an offer for the recalibration of your IKA laboratory devices for the following product groups, among others:

Calibration for pipettes

Accuracy and reliability are essential for pipetting. Regular recalibration reduces costs and liability risks. We therefore offer attractive calibration packages for all models in our IKA PETTE series and, on request, we even offer attractive calibration packages according to DIN EN ISO 8655 or DAkkS for pipettes from other manufacturers.

Calibration for MATRIX

For our thermoshakers of the MATRIX Delta series, we recommend at least an annual check and calibration of the temperature control function by our qualified service technicians.

Calibration for ROTAVISC

For ROTAVISC viscometers, we recommend at least an annual inspection and calibration by our qualified service technicians. We are happy to offer you a service contract tailored to your individual requirements. If, however, you wish to test it on your own you can obtain our special silicone oils and an auxiliary tool for calibration check from www.ika.com/ROTAVISC-Calibration-Check.



Qualification of new devices

For your application, it is essential that the laboratory devices used meet their technical specifications! We prove that this is also the case at IKA. In the course of a qualification we use visual, safety and functional test certificates. We confirm that your product complies with the design specifications.

This is how we support you in qualifying your devices:

/// Documents for qualification / validation

These documents contain everything you need for your own internal qualification:

- › EU Declaration of Conformity
- › Certificate of compliance
- › In-plant calibration certificate according to DIN EN ISO 9001
- › In-plant certificate of the equipment or accessories
- › Proof of material or certificates (if available)

To guarantee a smooth process, the desired documents and certificates should already be named when ordering the devices.

/// Qualification Implementation (IQ/OQ)

We also commission your new laboratory device and check it personally on the basis of the IQ/OQ documents. This is how we ensure that it meets your specific requirements. Additionally, we develop an individual validating plan for you. On site, we prove that our laboratory device exactly does what it is supposed to.

Interested?

We are happy to provide you an individual offer.



/// IQ/OQ documents

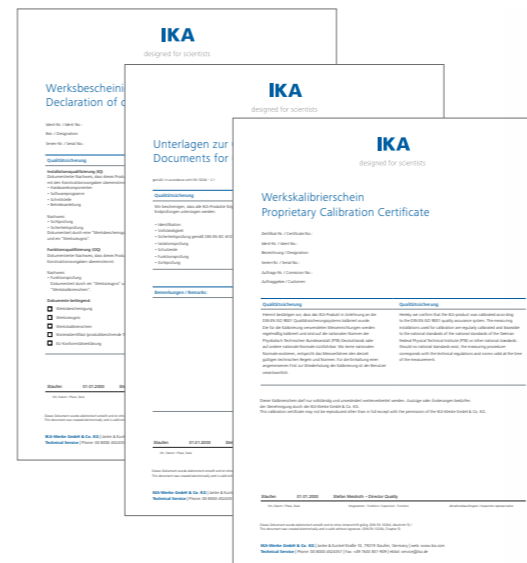
With these documents we support you in your own validation of individual devices or entire IKA complete solutions.

The product-specific documents are prepared individually according to your requirements and, if desired, also include documents for process qualification (PQ). They consist of detailed descriptions of installation qualifications (IQ) and functional tests (OQ).

If you operate different devices as a functional unit, we will support you with all application-related questions and create individual approval documentation.

IQ/OQ documents are created exclusively in combination with the qualification/validation documents.

IQ/OQ documents
 Laboratory equipment:
 Ident. No. 0010006581
 Analytical technology:
 Ident. No. 0010006582
 Bioprocessing:
 Ident. No. 0010013620



Maintenance

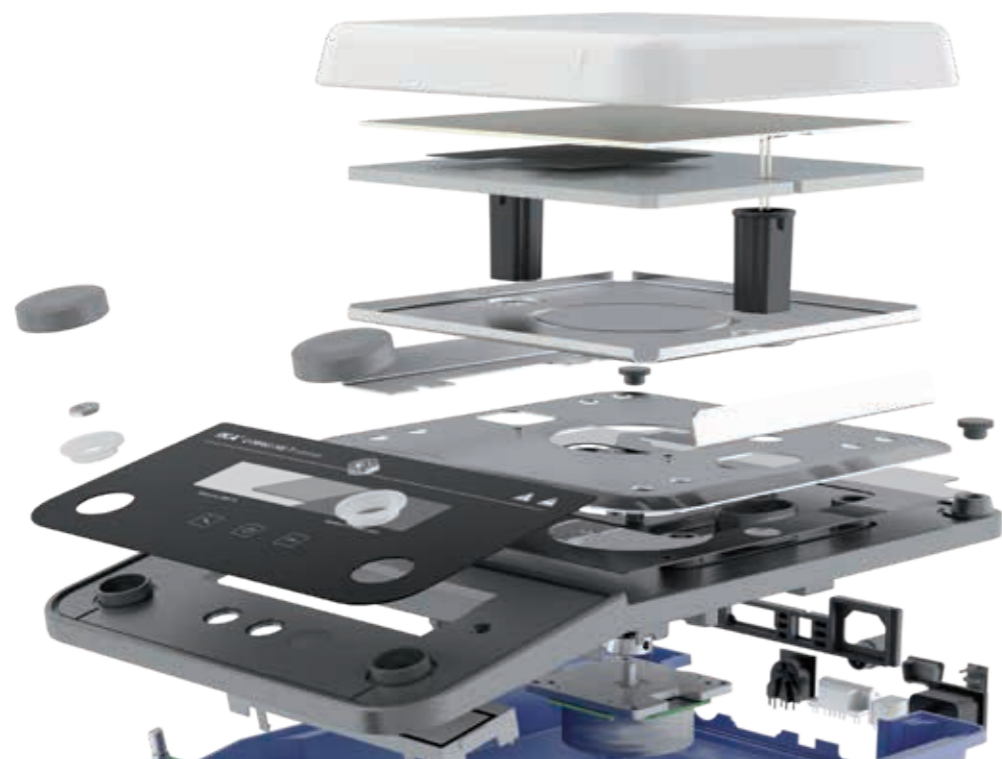
Prevent downtimes cost-effectively and extend the service life of your laboratory devices: thanks to our regular maintenance by our technicians, you benefit from working with our equipment for even longer.

/// Maintenance plan for laboratory devices

Most laboratory devices contain components that are exposed to abrasion and, depending on the type and intensity of use, sooner or later become fatigued. A regular check – for example within a calibration and maintenance agreement - is therefore suggested. This applies especially for:

- › Stirrers
- › Disperser
- › Laboratory reactor systems
- › Incubation shakers

In addition to careful cleaning, the replacement of wearing parts, and the lubrication of bearings, an electrical safety test is also carried out on each device in accordance with DIN VDE. We would be happy to work out an individual test interval for your IKA devices based on your requirements.



/// Maintenance agreement for calorimeters

We have prepared special maintenance agreements for your calorimeters

IKA CARE MAINTENANCE AGREEMENT

Price on request

- › 1 annual maintenance based on a device-specific checklist, incl. software update
- › Replacement of system-specific wearing parts is free of charge within routinated maintenance
- › Annual safety inspection and maintenance of your digestion vessels according to directive 2014/68/EU
- › Repairs are invoiced separately
- › Without guaranteed response time

Duration: 2 years with price guarantee

IKA CARE WARRANTY PLUS SUPPORT AGREEMENT

Price on request

- › 1 annual maintenance based on a device-specific checklist, incl. software update
- › Replacement of system-specific wearing parts is free of charge within routinated maintenance
- › Annual safety inspection and maintenance of your digestion vessels according to directive 2014/68/EU
- › All required repair work including spare parts, working time and travel expenses
- › Fast response time

Duration: 3 years starting from installation, with price guarantee. The Warranty PLUS Support Agreement can only be used in combination with the purchase of the device (maximum 3 months after installation).

IKA CARE FULL SERVICE SUPPORT AGREEMENT

Price on request

- › 1 annual maintenance based on a device-specific checklist, incl. software update
- › Replacement of system-specific wearing parts is free of charge within routinated maintenance
- › Annual safety inspection and maintenance of your digestion vessels according to directive 2014/68/EU
- › All required repair work including spare parts, working time and travel expenses
- › Fast response time

Duration: 3 years with price guarantee.

Repair

The competent and fast repair service of IKA is available to you worldwide. You choose between an individual repair offer and our practical fixed-price repairs.

/// Fixed-price repair

With fixed-price repairs, you benefit from particularly fast processing and minimal administrative effort. All working time required for the repair, spare parts as well as the packaging and shipping costs for returning the repaired device are included in the price. All guaranteed fixed repair prices and the provided repair form can be found on our homepage: www.ika.com/Service-Warranty.

- › Repair within 5 business days
- › Saves you time-consuming queries and e-mail conversations
- › Clear price promise

/// Individual repair offers

If you wish, you can also get a detailed cost estimate. It will show you a breakdown of the spare parts used and the labor time required.

From sending in the device to the cost estimate to the decision and approval, it usually takes considerably more time during which you cannot use your laboratory device. On request, we will provide you with a replacement unit at attractive conditions. In the event of an economically unviable repair, we will provide you with an offer for a comparable new device.



/// Your delivery to IKA: Clearance Certificate

For the protection of our employees, the cleaning of the devices before sending them in is mandatory. For this reason, all shipments must be accompanied by a signed declaration of clearance. Without the completed form, no processing can take place for reasons of occupational safety. You will receive the Clearance Certificate by email a few minutes after you have registered your delivery using our returns form.

Good to know
You will find the direct link to the form for registering your delivery to IKA in your myIKA account.

Warranty

The competent and fast repair service of IKA is available to you worldwide. You choose between an individual repair offer and our practical fixed-price repairs.



/// Warranty extension

The warranty for IKA laboratory instruments is usually two years. If you register your product at www.ika.com/register directly after purchase, it will be extended for an additional year free of charge. Special warranty periods apply to some devices:

- › Rotary evaporator and incubator shaker KS 4000: Warranty extension by three years (2+3).
- › For calorimeters: one year warranty plus one additional after registration (1+1).
- › ElectraSyn 2.0, viscometers, RCT digital, C-MAG HS 7 control as well as MICRO-/MINISTAR digital/control series: Extension for a whole eight years (2+8)!

Good to know
The free warranty extension can be found with just a few clicks at www.ika.com/register.



/// Spare parts warranty

IKA guarantees the availability of spare parts for your laboratory device for up to 10 years. The use of original IKA spare parts with warranty ensures a long service life of the devices even after repair.

Which spare part are you looking for? The item number of the spare part can be found via the product group or the serial number at www.ika.com/spareparts. Just send an email to sales@ika.de to get an offer or to order the spare part. Please also include the product type and serial number.



FAQ

How much are the shipping costs when IKA maintains, calibrates or repairs a device?

This depends on the recipient address (domestic/EU/third country), package dimensions and weight. Example: Within Germany, shipping costs for an RCT basic are currently around 10 euros.

What is the difference between a DAkkS and an ISO calibration?

ISO calibration (manufacturer's calibration) is carried out and optimized according to DIN EN ISO 9001.

The DAkkS calibration procedure is regularly monitored by an external accreditation authority. The calibration process is carried out according to strict rules and a validated procedure and is therefore valid worldwide.

Fundamentally, both methods are based on national norms and standards. IKA offers ISO calibrations as a standard. On request, the feasibility of a DAkkS calibration can be checked.

How often is it necessary to calibrate?

We generally recommend annual calibration. However, the ideal calibration interval also depends on the respective application. We will be happy to advise you personally on this issue.

What advantage does calibration at IKA have compared to an external calibration laboratory?

We know our equipment best and have special testing and auxiliary equipment for some calibration parameters. An external laboratory might have to build or purchase auxiliary equipment for testing first, which could be more expensive. In addition, you might have to answer technical follow-up questions.

I cannot remove and ship my equipment - how can you support me?

By contacting us, we will send one of our service technicians to you. We will gladly send you an individual offer in this regard.

Are warranty extensions subject to charge?

No. The warranty extension for your IKA laboratory instrument is free of charge. You only need to invest a few minutes of time to register your device immediately after purchase.

For which devices does IKA offer calibration services?

Generally, all IKA instruments can be calibrated and checked by our service. Certain calibration services can also be offered for laboratory devices from other manufacturers. Please contact our service team. We will check your request for feasibility and provide you with an individual offer.

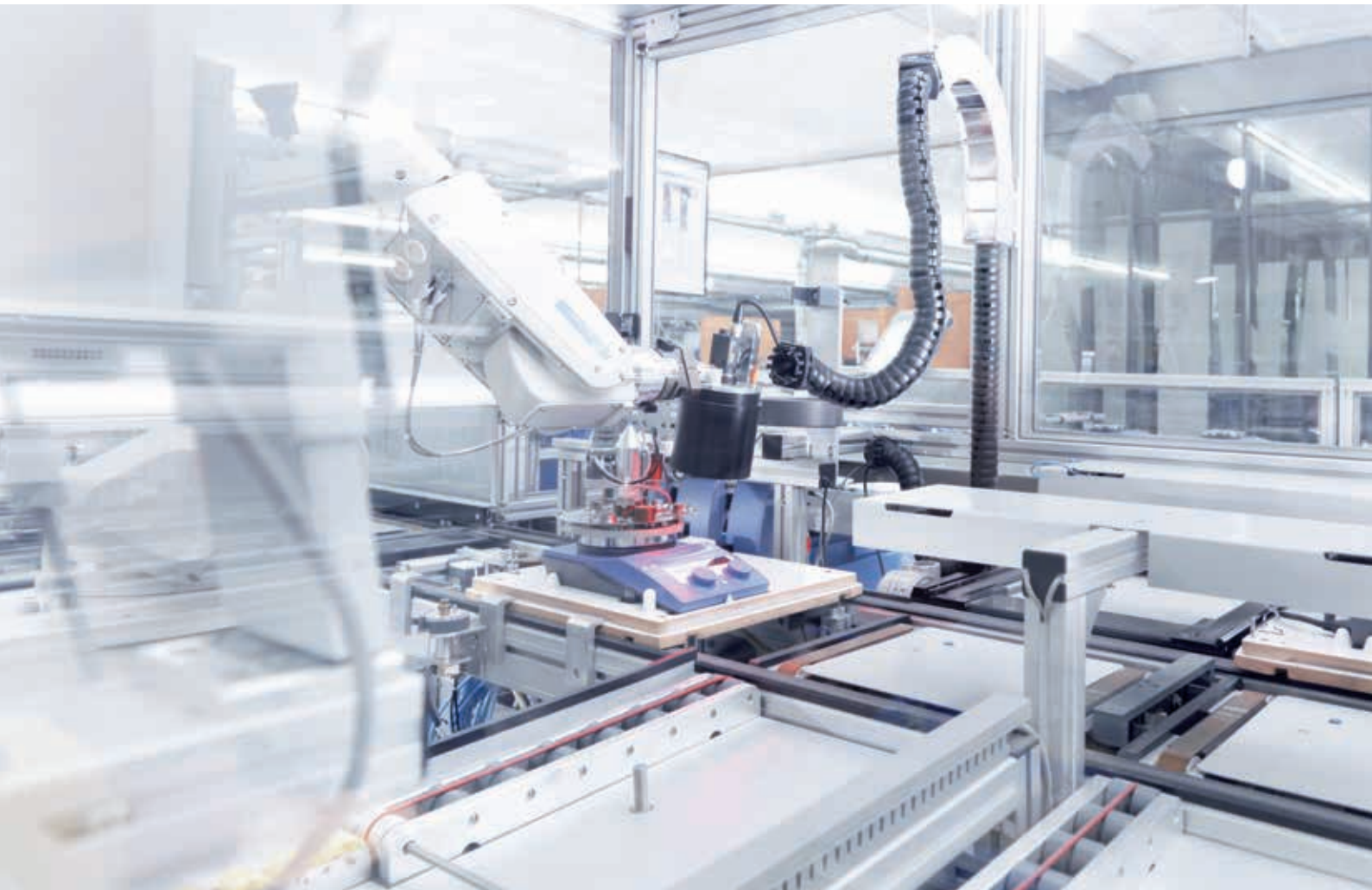
Is it possible to conclude maintenance agreements for laboratory devices as well?

Most of our laboratory devices operate "maintenance free". Nevertheless, most instruments contain components that are subject to mechanical abrasion and, depending on the type and intensity of use, will sooner or later become worn out. Regular inspection is therefore also advisable for the following product groups: stirrers, dispersers, laboratory reactor systems and incubation shakers.

Does a maintenance contract include all necessary calibrations?

The following applies to calorimeters: After each maintenance, our service technician checks whether the device measures accurately based on the combustion of benzoic acid. Only after calibration has been passed, the inspection sticker is affixed to the device. The calibration and maintenance agreement includes the calibration of all instrument functions you require. Example RCT basic: temperature calibration and/or speed calibration.





/// Technology leadership at IKA

We offer service at the highest technical level. We use robotics for automatic calibration and quality assurance and are certified according to ISO 13485 and ISO 9001. We also ensure regular equipment testing by external testing authorities (TÜV / UL).