



SERVICE CIRCLE: Product Overview

Tailored services for your BUCHI device

BUCHI offers a wide band of services that can be combined and adjusted to your specific situation and expectations. The experience and knowledge of over 75 years of dedicated services, with you in mind, are the basis of our solutions. Our goal is to have your BUCHI device performing at its highest possible accuracy, availability and overall efficiency, to give you peace-of-mind.



BUCHI SERVICE CIRCLE: Solutions for you, around our products

From feasibility study to planned maintenance and qualification

Services and Support for the entire life cycle

In addition to the high quality repair services, BUCHI offers a wide spectrum of services and support products that are tailored to care for your device.

BUCHI START

Your advantage from the BUCHI START

BUCHI has your success in mind during the design and development of the product. You can contribute to this and protect your investment by choosing a BUCHI START solution.

You will get extra benefits, only available when purchasing the service together with the device. Remember, a long lasting product life time starts with the first day in your laboratory.

- Device or system Installation
- Installation and operational Qualifications
- Maintenance contract with extended warranty

BUCHI CARE

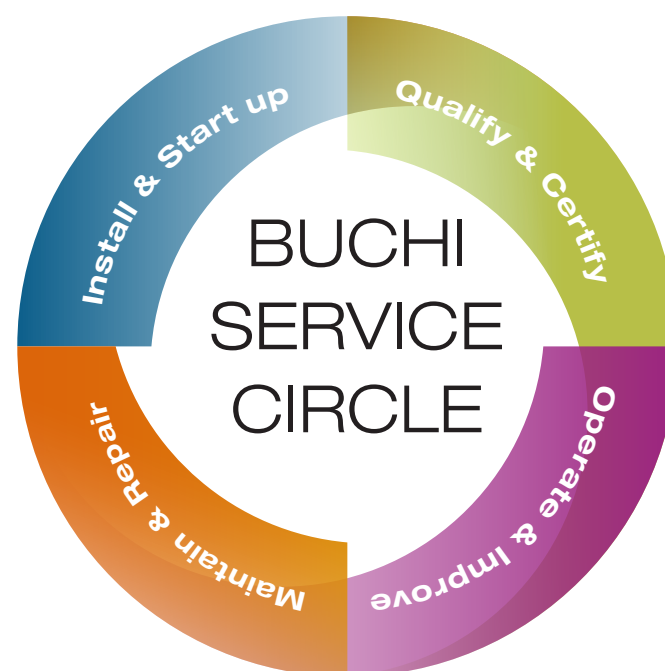
Your device needs to be covered by tailored maintenance solutions

At BUCHI we understand that there is not one solution that fits all our customer's needs. As a truly globally active company our inside knowledge about the different regions, applications and markets are part of the benefits you receive when choosing BUCHI.

We recognize that heavily used devices require a different maintenance program than units that are operated occasionally. Our approach takes factors like these into consideration and provides you with an optimal yet cost efficient solution. The maintenance services and packages within the BUCHI CARE solutions are tailored and contain customized lists of replacement parts combined with the correct number of visits. All depending on the condition of your device, its usage and the application used.

- Inspection / Clean&Calibrate
- One time maintenance
- Planned maintenance Package
- Full service agreement

Not all services are available for all products



We help you make the right decision and consider all factors

Our global Sales-Team and Product Specialist help you in accessing your situation and requirements, and work together with you to develop the best possible recommendation when it comes to choosing your future BUCHI product. Don't hesitate to contact us and benefit from many useful documents and applications downloadable on our website: www.buchi.com.

BUCHI EXACT

Quality and Reproducibility for your daily benefit

BUCHI EXACT is the professional and comprehensive qualifications of your BUCHI product. We perform qualification services on a level that can only be achieved by the manufacturer that has not only the product's specification in mind, but also knows its capacity beyond that. Our deeper understanding of the applications and the functionality of our products becomes clear when comparing our procedures and protocols with non-OEM competitors.

- One time Operational Qualification (OQ)
- Follow-up OQ contracts

BUCHI ACADEMY

BUCHI know-how available to you

Knowing your instruments, understanding your applications, and our extensive collection of «around-the-world» experiences can become your benefit and therefore a part of your successful future. Our BUCHI ACADEMY solutions are available to you and can be custom fit to your situation. We will help you to train, educate and certify your staff, and more. BUCHI is a solution provider, even if the application you have in mind still requires research or scientific researches, we will share our know-how and expertise. Together with our high-quality products you can count on reliable results and state-of-the-art reports. Benefit from publications on our website:

- User Training and Certification
- Application Support
- Feasibility Study
- Contractual Application Research
- Application Training On-site or @BUCHI
- Scientific Reports
- Training contracts







BUCHI Service – Total Life Cycle Management

Tailored services to improve productivity at low cost of ownership

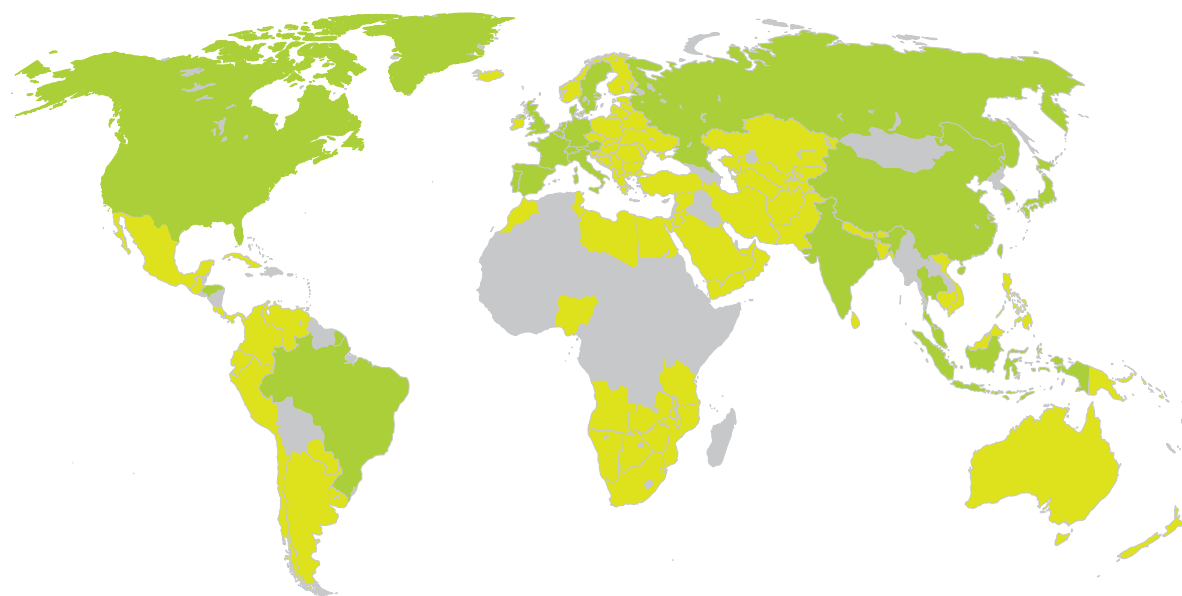
An effective management of assets throughout their life cycle delivers significant value and reduces total costs of ownership. With our expertise and competence of more than 75 years, we developed advanced services to maintain, monitor, repair and optimize your products throughout their operating life. Certified and regularly trained experts provide proximity, proactive measures and short reaction time at every stage of your product's life cycle. All our tailored services are designed with the goal in mind to keep your process and operation up and running and to ultimately help to make you more successful, sustainable, and profitable.

Your benefits of BUCHI Total Life Cycle Management at a glance:

Global Network	Responsive	Qualified	Phone & E-Mail support
300 			
over 300 service specialists around the world	great proximity and fast reaction time	certified and regularly trained service technicians	Call us directly, or write an e-mail

Global service presence

Profit from our world-wide installed service centers, application support centers, spare parts warehouses, customer laboratories, service and application specialists – at any time, and close to you. Our service staff and our distribution partners are regularly trained and evaluated. They know the BUCHI products and are eager to share their knowledge and expertise with you. The motivation of our service staff is a big success factor in the BUCHI world.



Service coverage: ■ BUCHI ■ Distributors



«Satisfied with the Reveleris® X2 purification system from BUCHI»
Dr. Narinder Mohal, Founder and Director Chemistry Service, GMK Research Laboratories Pvt.Ltd.



BUCHI Service Circle: BUCHI START
The highest efficiency from the beginning



We offer three different BUCHI START services. From a professional installation all the way to a trouble and worry free agreement that will leave you with total cost predictability at the highest possible efficiency.

Once your BUCHI STARTer pack expires you can continue to benefit from our services using our maintenance or qualification packages.

Product or System Installation: BUCHI START «Install»

- Product set-up and testing
- Hands-on training from a certified technician
- Evaluation of the immediate surroundings of your new product
- Best integration of your new product into the existing infrastructure

BUCHI START «IQOQ»

- Product or system installation
- Installation and Operational Qualification

BUCHI START «Circle»

- Visitation and maintenance according to a pre-defined procedure that covers all assemblies and components
- Receive a report with the test results, measures taken and additional suggestions
- The product will be identified as BUCHI-maintained with a sticker including date and name of the Technician
- Your BUCHI warranty will be extended by an additional year

«We are very happy with these systems, very reliable, and when there is an issue it is resolved quickly so we can continue with our work»

Laura Bess, University Montana, Missoula, MT



	BUCHI START «Install»	BUCHI START «IQOQ»	BUCHI START «Circle»
Phone/e-mail Support	●	●	●
Standard Software and Firmware updates included			●
Priority treatment, Service reaction time			●*
Installation	●	●	●
Cleaning of product			●
IQ/OQ		●	
Customized set of wear and maintenance parts included			●
Warranty extension			+ 1 year
Discount for additional spare & service parts**			●
Discount for additional repair visits**			●
On-Site introduction by our service staff (handling and maintenance)	●	●	● every visit
Length of agreement			limited to 2 years

* First contact: <36h / Dispatch (if required): <72 hours (business days only); except otherwise indicated
All services can only be purchased at the time the device is ordered.

** If suggested during maintenance by service technician. does not cover misuse / abuse of device

Not all products available in all countries



BUCHI Service Circle: BUCHI EXACT
Certified accuracy available as a «peace of mind» package



The Installation Qualification «IQ» provides the documented proof that the equipment has been delivered and installed in accordance with the requirements and statutory safety regulations stipulated in the design qualification. After a successfully completed Installation Qualification «IQ», the responsible persons release the equipment for the next stage of qualification. Typically an Operational Qualification «OQ».

During the Operational Qualification, all items specified in the test plan are processed and documented in writing to ensure that the system functions in accordance with its specifications. After a successfully completed Operation Qualification, it is released by the signatures in the qualification report. Some OQ's also include a Performance Qualification «PQ». An example would be our new Lyovapor-line of freeze drying systems.

BUCHI EXACT «OQ»

- Our one-time OQ service will provide you with the necessary documents and certificates.
- The service team will contact you for scheduling and you will be reminded about the possibility for a follow-up OQ before the certificates expire.
- Our price includes all: Hours, travel and expenses, documents, certificates and the fees for all tools and materials needed during the procedure.

BUCHI EXACT «OQ Circle»*

- Buying an OQ package instead of Individual OQs will grant you an additional discount on the documents, put you on top of the priority for service relevant topics and give you the piece of mind that BUCHI will take care of the scheduling aspects of the visits.

	BUCHI EXACT «OQ»	BUCHI EXACT «OQ Circle»*
Phone/e-mail support	●	●
Standard Software and Firmware updates included		●
Priority treatment, service reaction time		●**
On-site training by our service team (handling and maintenance)	●	●
Discount for additional spare & service parts***		●
Discount for additional repair visits***		●
Service Type	single visit	Min. 1 year package

* No glassware included
** First contact: <36h / Dispatch (if required): <72 hours (business days only); except otherwise indicated
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«IQ/OQ has been the base of GMP and is of primary importance for BUCHI START up of the equipment. BUCHI equipment and team has been trustworthy, reliable, supportive since many years that we are related to.»

H C Ahuja Factory Manager, Hemmo Pharmaceuticals Pvt. Ltd. India



BUCHI Service Circle: BUCHI ACADEMY
Increase your know-how, get the edge over your competition



Expert Know-How solutions are provided by the application experts in our competence centers in Flawil, Beijing and Mumbai and the locally available experts at our Affiliates. Our scientific support offers pre-sales feasibility studies, tailored solution offers, after sales on-site support, regular basic to advanced courses, on demand customized training and continuous consulting.

BUCHI ACADEMY «User»: Basic User Training and Certification

Our certified service specialist will train your staff in the areas of basic and advanced functionality, basic application, easy maintenance and exchange of wear parts as well as basic trouble-shooting. FAQs and Q&As will be part of the training as well. Each trainee will receive a certification from BUCHI that confirms his or her participation.

BUCHI ACADEMY «Feasibility»: Feasibility Study / Research / Report

Your sample is assessed according to your need on the appropriate BUCHI product, yielding an objective purchase decision base and starting parameters for your application. Tailor made research application and scale-up consulting are offered while assuring non-disclosure. Written expertise opinions and reports, based on state-of-the-art scientific and unpublished application knowledge are offered.

BUCHI ACADEMY «Assist»: Application Training @BUCHI

Join a regularly scheduled training with theoretical background information from basic to advanced level, hands-on and easy maintenance training, method optimization, and valuable tips and tricks from our experienced experts. Courses are held in one of our laboratory or training facilities.

BUCHI ACADEMY «CustomCourse»: Application Training

Customized on-demand training which is adjusted to your individual needs, from basic to advanced practical and theoretical knowledge, allows you to bring your own sample for testing the feasibility or to optimize your method. Additionally, non-disclosure agreements can be arranged.

Other BUCHI services available to you:

You get access to BUCHI services that are outstanding within the industry. Online application notes useful mobile applications for our Kjeldahl, Lyovapor™ and Laboratory Rotavapor® solutions, phone support directly by your assigned service technician, as well as e-mail support by our application chemists.



	BUCHI ACADEMY «User»	BUCHI ACADEMY «Feasibility»	BUCHI ACADEMY «Assist»	BUCHI ACADEMY «Custom Course»
Priority treatment				
Application support: reaction time				
Training/ course duration	up to 4 hours		1-2 days	1-5 days
Non disclosure agreement		on request		on request
Written report		•		on request
Max. No of Attendees	10		10	5
Bring your own sample		•	•	•
Certification of attendees	•		•	on request

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«The BUCHI-NIR training was not only informative on a large-scale, providing an overview of the technology behind NIR analysis, but also very tailored to our use of the instrumentation within our laboratories. Our calibration models were used as examples so that the concepts being taught could be applied to methods with which we are already familiar. In addition, BUCHI was able to provide insight on calibrations that we are currently struggling to create, incorporating advice within the training course. The cherry on top of this training was the fact that the course was brought directly to us and offered on-site at MJN, eliminating any travel for the customer.»

Susan Christopoulos, NIR/QC Senior Lab Analyst, Mead Johnson Nutrition, Zeeland Michigan, USA



BUCHI Service Circle: BUCHI CARE
Unbeatable Reliability



Maintaining a heavily used device requires different parts and inspection frequencies than units that are operated occasionally. Our approach takes factors like these into consideration to provide you with an optimal yet cost-efficient solution. You can choose one of our maintenance solution packages. They are tailored and contain customized lists of replacement parts combined with the correct amount of visits. All depending on the condition of your device, its usage and the application chosen.

CARE «Inspect»: Inspection and «Clean & Calibrate»

- For inspection, cleaning and, if necessary, re-calibrate your BUCHI device(s) according to a specific inspection protocol that has been developed using our global experience.

CARE «Maintain» (On-Demand):

- Visitation and maintenance routine that covers all assemblies and components.
- Receive a report with the test results, measures taken and additional suggestions.
- The product will be identified as BUCHI-maintained with a sticker including date and name of the Technician.

CARE «Circle»*

- Perform maintenance services on your product that are tailored to its usage and your application.
- The certified technicians work with a product specific planned maintenance protocol that has been established using our global service experience.
- Visits include exchange of the regular wear parts and test of all major components using specific instructions and test routines.
- Unplanned repair visits are discounted (parts and labor).
- Any service part that needs changing will be discounted.
- Treated with high priority.

CARE «CirclePlus»*

- All services and travel are free of charge.
- free 2 hours on-site training per year.
- Unplanned repair visits are included.
- Customized number of maintenance visits.
- Treated with highest priority and highest availability

Other BUCHI services available to you:

Wear Part Kits

- For many products there are customized wear part packages available.
- The Kits come with easy to understand, illustrated instructions so your staff has no problems installing them and keeping your product running, leak and downtime free.
- Our Technicians can assist you regularly and define the exact time frame when your product is in need of new wear parts. And, if you like, we visit you and take care of the exchange as well.



	CARE «Inspect»	CARE «Maintain»	CARE «Circle»	CARE «CirclePlus»
Phone/e-mail Support	•	•	•	•
Standard Software and Firmware up-dates included			•	•
Cleaning of product		•	•	•
Priority treatment, reaction time			< 3 Business Days	•**
Wear parts included		Standard wear parts kits	Customized wear parts kits	Customized wear parts kits
Discount for additional spare & service parts***			•	100%
Discount for additional repair visits***			•	100%
On-site training by our service team (handling and maintenance)			•	•
Service Type	single visit	single visit	Min. 1 year package*	Min. 1 year package*

* For devices out of manufacturer warranty an inspection is required prior to an agreement. The unit must be functional at the time of sign-up. Maximum product age is 5 years

** First contact: <36h / Dispatch (if required): <72 hours (business days only); except otherwise indicated

*** If suggested during maintenance by service technician. does not cover misuse / abuse of device

Not all products available in all countries



Core messages to our customers

BUCHI creates added value with “Quality in your hands”

“Quality in your hands” is the guiding principle that shapes our philosophy and our actions. It challenges us to provide outstanding services that are precisely tailored to your needs. This means that we must stay in close contact with our customers. That is why we keep in touch and continue to work very hard to understand you and your business even better.

We help you by providing high-quality products, systems, solutions, applications and services that offer you added value. This allows you to focus entirely on your processes and your work.



Easy

You handle complex processes, do challenging work and want to focus on what is essential. We support you by providing carefully designed solutions as well as instruments and systems that are easy to operate.



Competent

You need products, systems, solutions, applications and services that are precisely tailored to your needs. We have the technological expertise and decades of experience needed to provide competent support and work with you to continually improve our market services.



Reliable

You want to be able to rely completely on your partner for products, systems, solutions, applications and services. We guarantee the quality and functionality of our equipment and will continue to help you quickly and efficiently whenever something does not operate to your satisfaction.



Cost-effective

You want to achieve the best possible results using efficient solutions. We help you to handle your jobs and processes economically. We strive to create a high level of economic benefit and maximum added value for you.



Safe

You are working in an environment in which safety is a high priority. By collaborating closely with you, we do everything in our power to make our products, systems, solutions, applications and services as safe as possible for people and the environment.



Global

You value personalized service and short communication channels. As an international family-owned business with our own subsidiaries and qualified distributors, we have a presence wherever our customers are located. Our local staff and the large number of satisfied customers around the world give you the assurance that you are working with the right partner.



Sustainable

You prefer a partner who acts responsibly when it comes to current environmental challenges. We support environmentally friendly processes and manufacture products that have a long service life. We utilize advanced technologies in order to conserve energy and water and leave the smallest environmental footprint possible.

We are represented by more than 100 distribution partners worldwide.
Find your local representative at:

www.buchi.com

Quality in your hands

1159510C en 2302 / Technical data are subject to change without notice / Quality Systems ISO 9001.
The English version is the original language version and serves as basis for all translations into other languages.

