

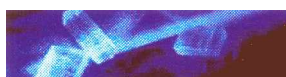
# SOCACHIM SERVICES



We visit you on-site

*We are committed to providing you with the best available support.*

**ADVICE ON APPLICATIONS AND USES**  
**INSTALLATION, CALIBRATION AND TRAINING**  
**INSPECTION, MAINTENANCE AND REPAIR**  
**CONSULTING SERVICES**



**SOCACHIM**

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*SOCACHIM is committed to assisting you in achieving excellent analytical results and, like you, we recognise, that excellent results start with an uncompromising approach to sample preparation.*

## APPLICATIONS SUPPORT



We have an Application Laboratory that works with you using your materials to establish the best approach to sample preparation, or we can visit you in your laboratory to assist in optimising your procedures.

- Development of methods
- Improvement of your sample preparation performance with new chemicals or sample preparation equipment.
- On-site training
- On-site calibration assistance

## INSTALLATION, TRAINING & VALIDATION

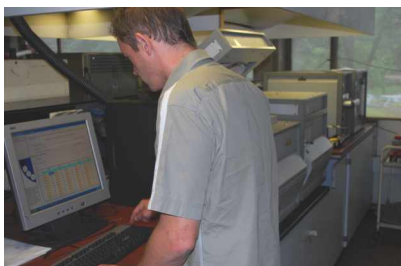


When you buy a machine/instrument from SOCACHIM we take charge of the full installation to ensure that your machine is set up to manufacturer's specifications, and configured to your user-specific applications.

During installation we also take the time to explain the new operator(s) all the relevant aspects of instrument operation, safety procedures, and also how to maintain operating conditions for accurate results and trouble-free performance.

Finally we finish the installation by the validation of method(s) using your samples, and complete by carrying out repeatability tests.

## PREVENTIVE MAINTENANCE & REPAIR



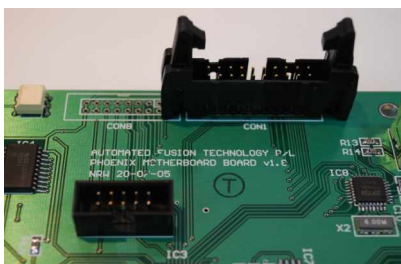
SOCACHIM offers you several maintenance options to ensure your instrument/machine is in prime operating condition.

**Contract type 1:** Scheduled Preventive Maintenance + hotline + email assistance

**Contract type 2:** Type 1 + Emergency visit

**Contract type 3:** Type 2 + Unlimited Emergency visit + Loan of a replacement machine in case of long period of break down.

## SPARES AND CONSUMABLE



SOCACHIM keeps in stocks an extensive range of spare parts and accessories for all their machines.

For fusion fluxes and other chemicals, SOCACHIM also maintains large amount of product in stock for rapid deliveries. The company also has a special program to allow their customer to choose multi-drop shipments on a global basis.