

BenchSmart 96 After Purchase Service

Order Service 800 4-RAININ (800-472-4646) | RaininService.com

Comprehensive Care with Service Contracts

Rainin Service contracts were designed to provide end to end coverage on repairs and one preventive maintenance and calibration service per contract period. Enjoy the peace of mind and cost control a BenchSmart 96 service contract has to offer.

Service Contract Features

Repair Service – Base Instrument

- ✓ Onsite service of base unit at your facility
- ✓ Complete parts coverage
- ✓ Next day delivery of parts
- ✓ No extra fees when call goes beyond service hours
- ✓ All costs included if base instrument is shipped to depot for service

Preventive Maintenance – Liquid End

- ✓ Liquid test the complete sealing system
- ✓ Clean, re-grease and replace (if needed) nozzle O-rings
- ✓ Replace, grease and install piston O-rings
- ✓ Ensure tips load and eject

Calibration Service – Liquid End

- ✓ Calibration performed on specialized BenchSmart 96 calibration station
- ✓ Calibration weighings performed with multichannel MCP balances
- ✓ Calibration to manufacturer specifications
- ✓ Calibration certificate generated and packed with the liquid end (head)

Optional Services

These options complement our service offerings.

Ground Shipping for Base	17800414
for Liquid End (head)	17800416
Next Bus-day Shipping for Base	17800415
for Liquid End (head)	17800417
Manufacturer-Approved Box for Base	17800407
Manufacturer-Approved Box for Liquid End (head)	17800406
Rush Calibration Service	17800408
Rush Onsite Service	17800402

Ordering, Service & Support

800-4-Rainin (800-472-4646)
www.RaininService.com
tech.support@rainin.com

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Periodic maintenance will ensure your BenchSmart 96 can deliver accurate and reproducible results. Our service offerings were designed to protect your investment and optimize instrument uptime.



✔ Included ✘ Not included

Service Offerings	Service Contracts ¹			Billable Services		
	Standard Contract PM, 2x4 AR	Advanced Contract PM, 2x4 AF/AR	Pro GxP Contract PM, 3x4 AF/AR	Standard Billable 2x4 AR	Advanced Billable 2x4 AF/AR	Pro GxP Billable 3x4 AF/AR
Calibration Services						
As found calibration (volumes x weighings)	–	2x4	3x4	–	2x4	3x4
As returned calibration (volumes x weighings)	2x4	2x4	3x4	2x4	2x4	3x4
Report type	Calibration	Calibration	Calibration	Calibration	Calibration	Calibration
Preventive Maintenance (PM)						
Sealing system inspection and testing	✔	✔	✔	✔	✔	✔
Clean & re-grease O-rings as needed	✔	✔	✔	✔	✔	–
Clean & re-grease pistons	✔	✔	✔	✔	✔	✔
Piston O-rings	✔	✔	✔	✔	✔	✔
Pistons ²	✔	✔	✔	✘	✘	✘
Nozzle O-rings ²	✔	✔	✔	✘	✘	✘
Nozzles ²	✔	✔	✔	✘	✘	✘
Repairs						
Repair parts ²	✔	✔	✔	✘	✘	✘
Repair labor	✔	✔	✔	✘	✘	✘
Onsite Service³						
One onsite visit included per plan year	✔	✔	✔	✘	✘	✘
Overnight repair parts shipments	✔	✔	✔	✘	✘	✘
After hours charges waved	✔	✔	✔	✘	✘	✘
Non-operational unit response time	2–3 days	2–3 days	2–3 days	Not applicable		
Mail-in Service						
Instrument loaner box (17800407)	✔	✔	✔	✘	✘	✘
Overnight shipping base instrument (17800415)	✔	✔	✔	✘	✘	✘
Liquid-end loaner shipping case (17800406)	✔	✔	✔	✘	✘	✘
Overnight shipping liquid end (17800417)	✔	✔	✔	✘	✘	✘
Technical support	✔	✔	✔	✔	✔	✔
In-lab turnaround time commitment ⁴	2–3 days	2–3 days	2–3 days	5–6 days	5–6 days	5–6 days
Warranty						
Labor warranty	12 months from annual contract start date			60 days from date of service		
Parts warranty	12 months from annual contract start date			60 days from date of service		
Order No.	30354073	30354074	30354075	17800371	17800372	17800373
Additional calibration only service (no PM)	17800403	17800404	17800405	n/a	n/a	n/a

¹ Service contracts include 1 preventive maintenance and calibration event per year for 1 liquid end (head) only. ² Parts for PM and repairs exclude damage due to physical abuse, or other forms of negligence. Pistons, nozzles, nozzle O-rings and repair parts are replaced on an as needed basis. ³ Onsite service is available only for units covered by a service contract. ⁴ Lab turnaround times are based on business days and are not guaranteed.