

# EasySampler Service Products

## Get the Best from Your Equipment

Develop your equipment maintenance and support strategy through METTLER TOLEDO services.

Service Products	Qualification at Installation			Post-Warranty Maintenance Plan			
	StarterPac	IPac	EQPac	BasicCare	StdCare	CompCare	ExtCare
EasySampler™ Sampling Device	Available	–	–	Available			
<b>Accessories</b>							
Sampling Probe	Included			Available			
USB Connectivity Kit	Included			–			

The availability of Service Products can vary by region.

### Installation

Service Activity	StarterPac	
<b>Unpacking and Shipment Verification</b>	Inspect shipped package for potential damages	•
	Verify that delivered items match the order confirmation and shipment papers	•
	Unpack the equipment	•
	Check the completeness and the condition all supplied items and documentation	•
<b>Installation (IQ) and Operational (OQ) Qualification</b>	Connect the sampling probe	•
	Mount vial rack, needle, needle protection shield, and position solvent and waste bottles	•
	Connect PTFE fluid lines	•
	Connect EasySampler to the power socket	•
	Perform table rotation function tests	•
	Perform tower movement function tests	•
	Perform pump stroke calibration	•
	Perform valve function test	•
Perform probe function and performance verification test	•	
<b>Qualification Documentation</b>	Basic confirmation, IQ	•
<b>Basic User Familiarization</b>	Instrument components, handling, and operation	•
	Introduction to instrument indicators and functions	•
	Documentation and video portfolio overview	•
	Instrument maintenance and support	•

## Preventive Maintenance (Annual Service)

Maintenance Plans	PM Service	Travel & Labor (Repairs)	Repair Parts
B39910003 BasicCare	(1) Month 13	Billable	Billable
B39910002 StandardCare (StdCare)	(1) Month 13	Included	Billable
B39910001 ComprehensiveCare (CompCare)	(1) Month 13	Included	Included
B39910001 ExtendedCare (ExtCare)	(2) Month 12 & 24	Included	Included

The METTLER TOLEDO annual Preventive Maintenance (PM) service is designed to minimize unplanned downtime, maximize performance, and ensure the highest level of confidence and repeatability in data. This is done through the replacement of wear parts, optimization of the complete system and documented validation of diagnostic and performance specifications. The result is a system operating at peak performance, data you can trust, and the documentation to back it up.

### Service Activity

<b>Maintenance Qualification</b>	Inspect:	Internal and external components; touchscreen; all accessories; all PTFE tubing; sampling probes (contamination)
	Clean:	External surfaces of EasySampler, including touchscreen; sampling probes
	Replace:	Sleeve; battery
	Update:	Firmware
<b>Installation Verification</b>	Setup:	Equipment in area of intended use
	Connect:	Connect EasySampler sampling probe; check PTFE tubing connections of the Instrument and start-up; check Connectivity Kit dongle and CAN connection to EasyMax, OptiMax, RX-10, or RC1mx
	Prepare:	EasySampler to take samples
	Record:	Installation verification deviation log
<b>Operational Qualification</b>	Confirm:	Status of system indicators and firmware version
	Verify:	Precision pump performance; valve condition and function; table rotation and alignment; tower movement; sampling probe function (pocket movement); sleeve leak test
	Adjust:	Touchscreen touch alignment
<b>Scheduled Maintenance</b>	Replace:	Parts with limited life based on instrument age and maintenance schedule (must be prepaid)

## Lifecycle Maintenance Plan

Developed in conjunction with the instrument, the lifecycle maintenance plan outlines the recommended intervals for performance validation and parts replacement. Pro-active replacement of key components with a known lifespan is essential for minimizing unplanned downtime and the risk of a system failure. This holistic approach to maintenance ensures that your instrument continues to operate at the same level of performance throughout its entire lifetime.

EasySampler Maintenance Schedule	Every Year
Tubing & Needle Inspection, Pump-Volume Verification, and Sleeve Leak Test – to ensure accuracy and reproducibility of samples	•
Replace Sleeve* – to prevent leaking of solvent which could contaminate or quench the reaction *recommended every 100 samples (every experiment for pressure applications)	•
Replace Battery – to maintain date and time	•

[www.mt.com/service](http://www.mt.com/service)

For more information

### METTLER TOLEDO Group

Automated Reactors and In Situ Analysis  
Local contact: [www.mt.com/contacts](http://www.mt.com/contacts)

Subject to technical changes

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