

Post-Warranty Service Contract Plans

IBD™ Inline Buffer Dilution System

Thank you for purchasing an Inline Buffer Dilution (IBD) System from Asahi Kasei Bioprocess. You can expect this asset to drive down your operational costs over the next 7 to 10 years, and to ensure trouble-free operation, we offer service contract plans to keep your IBD System in proper working condition after the warranty expires.

We recommend the Platinum level for frequent users (e.g., users with multiple cycles per week). The Diamond level should be considered for users with multiple cycles per day or otherwise mission-critical applications. Please contact your local account manager for pricing information.



IBD™ Service Level	Service Contract			
	Silver	Gold	Platinum	Diamond
Catalog Number	SRV-231	SRV-232	SRV-233	SRV-234
Unlimited phone/email support	✓	✓	✓	✓
Remote software support	✓	✓	✓	✓
Annual preventative maintenance (PM) visit	X	✓	✓	✓
Spare parts used in PM	X	X	✓	✓
One emergency support visit	X	X	✓	✓
Software hotfixes	X	X	✓	✓
Unlimited emergency support visits	X	X	X	✓
All wear parts for the year	X	X	X	✓

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