

SERVICE AND QUALITY

A major component to maintaining an effective and successful laboratory is proper servicing of equipment. Caron Products & Services, Inc. provides “factory-direct” and “factory-developed” services, including validation, calibration, preventative and extended maintenance and installation. Caron validation engineers deliver a valuable service to customers and their applications, allowing for the most efficient working relationship now and throughout the lifetime of your equipment.

STANDARD SERVICES



- The validation services are performed according to IQ, OQ and PQ protocols.
- Caron’s validation services satisfy FDA guidelines for qualification verification of equipment.
- Full on-site and factory calibration services are offered.
- Preventative and extended maintenance services ensure a long operating life for your equipment.
- Preventative Maintenance (PM) services make certain the equipment is working properly.
- Extended Maintenance (EM) coverage is equivalent to a new product warranty. It is an annual coverage to protect you against the unexpected failure of equipment.
- Full on-site installation services are available for all models.
- Units installed by a Caron service engineer guarantees the proper set-up and startup of all equipment.
- You receive a full range of GLP/GMP capabilities from a validation engineer who has intimate knowledge and everyday exposure to the products manufactured by Caron.

HOW YOU BENEFIT



Caron's services ensure improved efficiency, overall satisfaction and peace of mind.

You will benefit from the convenience and the expertise that comes with servicing your equipment by the people who manufacture and work with Caron equipment on a daily basis – a Caron service engineer.

Some of the other ways you will benefit include –

- Validation engineers use 21 CFR 11 compliant data logging equipment for the mapping of chambers.
- Validation protocols for cGxP requirements.
- Protocols can be modified to meet your specific needs.
- Product specific protocols are developed to ensure accuracy and dependability of equipment.
- You are provided documentation citing that your equipment is functioning properly, allowing you to confidently perform tests and research.
- Chances of equipment malfunction or failure are greatly reduced when you service equipment yearly with extended maintenance coverage.



Caron's small town friendliness with highly skilled technical capability allows us to continue product support throughout the lifetime of your equipment. Customer service is truly at the center of Caron's mission to guarantee satisfaction through every phase of the buying process.

Don't Wait! Call Caron and speak with Customer Service today. Ask for a quote on our services or add validation to your equipment quote today.