

Service and Support

SERVICE OPTIONS

ASAP Analytical, LLC has the expertise and experience to help you maintain your chromatographic instrumentation. Our highly trained staff is ready to support your instrumentation on-site, in-house and over the phone.

ON-SITE

For those customers who need an instrument diagnosed and repaired as quickly as possible we offer on-site instrumentation repair. Our affordable on-site rates include the following benefits.

- On-site within 48 hours of customers request
- First hour of service included in travel charge
- Additional hours billed in half hour increments

IN-HOUSE BENCH REPAIR

For customers in need of a quick turnaround or those on a limited budget we offer in-house repair. Items that are typically sent for bench repair include autosamplers and vacuum pumps. Our affordable in-house rates include the following benefits.

- Average one week turnaround unless otherwise requested by customer
- Billed in half hour increments

SERVICE CONTRACTS

Our service contracts can be customized to fit any budget and any special requirements. Our affordable service contracts include the following benefits.

- Personalized to meet the needs and expectations of individual customers
- On-site within 48 hours of customer request
- Unlimited phone support
- Discounts on consumable items

ASAP, LLC
1511 Neave Street
Covington, KY 41011
ph: 877-987-2800 or
859-581-6990
fx: 859-581-6821
info@asapanalytical.com
www.asapanalytical.com
date founded: 1999



Service and Support

RELOCATION

ASAP Analytical, LLC offers relocation service for laboratory instrumentation. No matter how far the move, our thorough pre-move and post-move checkouts guarantee your instruments will be up and running in the same condition and in the shortest amount of time. We can also customize relocations to include specialty services at the time of reinstallation.

QUALIFICATION

We offer IQ (Installation Qualification) and OQ (Operational Qualification) on every instrument we service. These options can be added to any service contract and customized to any SOP.

PREVENTATIVE MAINTENANCE

Our PM visits are a quick and affordable way to get the most out of your instrument. All replacement parts and labor are included in one price making the process from start to finish fast and easy.

TRAINING

Let ASAP Analytical, LLC train your laboratory personnel on instrumentation operation, software or routine maintenance. Training can be customized to fit the individual need of your organization.

INSTRUMENTS

ASAP Analytical, LLC services GC, MS and LC products from Agilent Technologies as well as most other major instrument manufacturers. We service the following:

GC – Agilent, Shimadzu, Perkin/Elmer, Thermo
LC – Agilent, Shimadzu, Hitachi, Perkin/Elmer
MSD – Agilent
Autosamplers – Agilent, CTC

ASAP, LLC
1511 Neave Street
Covington, KY 41011
ph: 877-987-2800 or
859-581-6990
fx: 859-581-6821
info@asapanalytical.com
www.asapanalytical.com
date founded: 1999

