



EXPERIENCED TEAM | CUSTOMIZED SYSTEMS | DEDICATED SERVICE



Scion Instruments Support Services

Your Success is Our Priority

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Scion Instruments was founded from the acquisition of former Varian and Bruker GC and GCMS products. Scion Instruments is a new name but has a long history in service support and excellence in providing for your instrument's every need.

We are ready to assist you in achieving your analytical goals. We have taken over the supply of parts and accessories of all the former Varian and Bruker GC and GCMS. Your field service engineer is your direct access to Scion Instruments product specialists, research scientists, factory engineers, and chemists.

- The Scion service team is strategically located throughout the Americas.
- Every year we invest in training more personnel to provide you with skilled professionals qualified in the latest instruments and techniques.
- Our service team has several years of hands-on expertise. Our experience in GC and GCMS is second to none.
- We manufacture and distribute all of our own GC, GCMS Systems, and spare parts. Supply problems created by contract manufacturer is not a problem for us. We have it all in house.
- Our engineers have a wide background in chromatography products, even with other manufacturers.

Scion Instruments is committed to continuing the 50+ year legacy of product and service innovation. One supplier, one contact, excellent service....perfect solution!

Scion Instruments Support Service Plan



GC 3800



GC 3900



GC-430



GC-450



MS



GC-436



GC-456



8400/8410

SERVICE PLANS



Complete Support

Complete support provides the ultimate coverage for your instrument. Breakdown visits and an annual preventative maintenance visit, to ensure your system is operating at optimum performance is included. See terms & conditions for exclusions.



Labor Support

An excellent way to control costs, this contract will provide the flexibility of servicing multiple instruments without being tied to a specific system. Prepaid labor bundles can be purchased at a discounted rate.



Preventative Maintenance

Preventative maintenance will have one of our trained engineers carry out a thorough inspection and repair any minor problems found on the system. Upon completion, you can have confidence the instrument is operational to factory standards.









Custom Support




If you have a particular service requirement, we will be more than happy to design a support plan to fit your needs.

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Service Products

We offer a wide variety of comprehensive support agreements, parts and consumables, and ongoing training opportunities with the goal to become your analytical service provider of choice.

		● Standard ○ Available			
SERVICES	Offerings	Complete	Labor	PM	Parts
	 Complete Support Unlimited remote support covers all instrument failures priority and includes priority service. See terms & conditions	●	●	●	●
	 Labor Support Take advantage of cost-effective support agreements for on-site services to manage labor costs and travel expenses.	○	●	○	○
	 Preventative Maintenance Extends the useful life of your investment. Scheduled maintenance includes: instrument cleaning, evaluation, and performance optimization.	○	○	●	○
	 Parts Only manufactured or approved parts are used. Manage costs by covering hardware with an annual support agreement.	○	○	○	●
	 Certification and Validation Comprehensive certification services (IQ/OQ) including all required documentation.	○	○	○	○
	 Site Planning and Relocation Preparation guidance for new installations and decommissioning and re-installation of existing legacy instruments.	○	○	○	○

ENHANCEMENTS	 Complete Support
	Instrument consumables Specific to each instrument type: e.g., columns, ferrules, flame tips, and cones. Recommended third-party consumables Many third-party consumables are readily available from Scion Instruments.
	 Data Handling
	Software updates Updates to the latest software revisions included with annual support. Software upgrades Upgrades may be purchased as they become available.
	 Training
	On-site and Classroom Training customized to assist the novice or experienced user on the latest hardware & software. Applications Support Experienced application chemists and engineers are available to support you in method development to optimize your system productivity.

Scion Instruments Service Commitment

Scion Instruments is capable of delivering customized solutions focusing on different fields such as petroleum, petrochemical, energy, specialty gas, and environmental markets that enable our customers to improve their products and processes.

On May 1, 2015 Scion Instruments opened a new facility in Goes, Netherlands. Comprising mainly former Varian GC application and manufacturing personnel, this group contains a wealth of GC knowledge and experience and is responsible for building and testing a broad range of Scion GC analyzers for special applications. Scion Instruments strategically opened our main headquarters in Austin, Texas to support all of our clients in the Americas giving us the ability to respond quickly.

Scion Instruments is committed to continuing the 50+ year legacy of product and service innovation. Delivering excellence in products, services, and innovations to the industrial, academic, and environmental markets is our mission and commitment.



Scion Instruments

4801 Southwest Parkway
Building 2, Suite 125
Austin, TX 78735
Phone (844) 547 - 0022

service@scioninstruments-am.com
www.scioninstruments.com



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