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Service and maintenance partner evaluation checklist

Key considerations when selecting a service and maintenance provider to help protect LC-MS and CE system performance, workflow continuity and confidence in results.

Service and support area	What to evaluate	Why it matters to your lab	Questions to ask your service provider
Technical support and escalation	A defined escalation pathway backed by service engineers trained on the relevant LC-MS or CE platform	Accelerates issue resolution, minimizes unplanned downtime and keeps LC-MS workflows moving	How are complex LC-MS or CE system issues triaged and escalated? Describe your technical escalation pathway, including access to instrument, software and workflow specialists
Field service coverage	Local or regional access to qualified field service engineers	Enables faster onsite response and reduces disruption to sample queues and critical studies	What onsite service coverage is available for our laboratory location? How many local or regional field service engineers are trained to support this LC-MS or CE platform? What platform-specific training and competency records can you provide for field service personnel?
Engineer training and competency	Documented, platform-specific training and demonstrated competency	Builds confidence that service engineers understand the instrument, software and associated analytical workflow	How are service engineers trained, qualified and periodically assessed on this platform?
Response times and remote support	Defined service-level commitments, remote diagnostics and expert technical support	Provides predictable support and can accelerate troubleshooting before an onsite visit is required	What response-time commitments, support hours and remote diagnostic options are included? What is your first-time fix rate for comparable systems, and how is it measured?
Preventive maintenance (PM)	A clearly defined PM scope, frequency and system performance checks	Helps sustain system performance, robustness and reproducibility over time	What tasks, parts, performance checks and documentation are included in the quoted PM price? Which activities or parts fall outside the PM scope, and when could additional charges apply?
Preventive maintenance (PM)	Documented quality, suitability and traceability of replacement parts	Reduces the risk of performance drift, repeat service events and compliance concerns	How are the identity, quality, suitability and traceability of PM parts documented?
Preventive maintenance (PM)	Documented procedures and acceptance criteria aligned with manufacturer specifications	Supports system suitability, data integrity and audit readiness in regulated laboratories	Which procedures, specifications and acceptance criteria govern PM activities?

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Repair parts and change control	Transparent parts sourcing, traceability and controlled service changes	Helps preserve system performance and reduces compliance, compatibility and method-continuity risks	What types of parts are used for repairs, and how are they sourced and documented? What are the typical availability and lead times for critical system components? Describe your process for assessing, approving and documenting service modifications or updates. Which repair activities, parts or travel costs could incur additional charges during the agreement term?
Service-tool calibration	Current calibration with documented metrological traceability for service tools and test equipment	Supports measurement accuracy, system performance and the defensibility of analytical results	How is calibration status and traceability maintained for tools and test equipment used during service?
Repair assurance and audit support	Clear repair warranty terms, complete service records and responsive audit support	Provides confidence in repair durability and supports quality-system review	What repair warranty, service documentation and audit support are included?
Quality documentation and compliance	Controlled service records and appropriate material or component documentation	Supports data integrity, change control and audit readiness in regulated laboratories	Which material, component and service records can you provide to meet applicable quality or regulatory requirements? What support do you provide during regulatory, accreditation or customer audits? How are quality-related service records reviewed, approved, retained and controlled?
Software and informatics support	Support for instrument control, data acquisition and processing software	Helps maintain secure, compatible and productive analytical data workflows	What software support, update, licensing and troubleshooting services are available?
Firmware and software lifecycle management	Controlled firmware and instrument software updates with compatibility assessment	Reduces risk across the instrument, acquisition software, processing environment and validated workflows	How are firmware and software updates assessed, implemented, validated and documented?

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