

## Service of your choice

- ✓ Maintenance
- ✓ Free call service support
- ✓ Spare parts
- ✓ Automatic delivery of consumables (e.g. bedding, diets and/or detergents)



## Earn Academy Points

And use for ...

- ✓ Facilitation of process optimisation
- ✓ On-site user training
- ✓ On-site technical training
- ✓ Academy classroom training

# A service agreement with that little extra

## Know your yearly service costs and earn Academy points at the same time

A SCANBUR service agreement can consist of yearly maintenance only, or of a full service package to provide you with a full overview of your yearly service costs. You can even choose to include consumables as part of the service.

## Earn Academy Points on your service agreement with SCANBUR

Each type of service you choose to include in the agreement is defined as a "Brick".

The more "bricks" you include, the more Academy Points you earn in order to increase the educational level in your company, without paying extra for the service!

### How does it work?

#### Brick 1: Maintenance

All machinery needs maintenance.

You may choose maintenance only or also include change of normal wear and tear spare parts.

#### Brick 2: Free Call Service, know your costs

The Free Call Service ensures total control of your costs when a Service Technician is required at your facility.

Should you experience equipment break-down, the repair costs are already covered in the service agreement.

Choose between Free Call Service with no spare parts included or Free Call Service with all - not only wear & tear - spare parts included.



#### Brick 3: Consumables delivery service

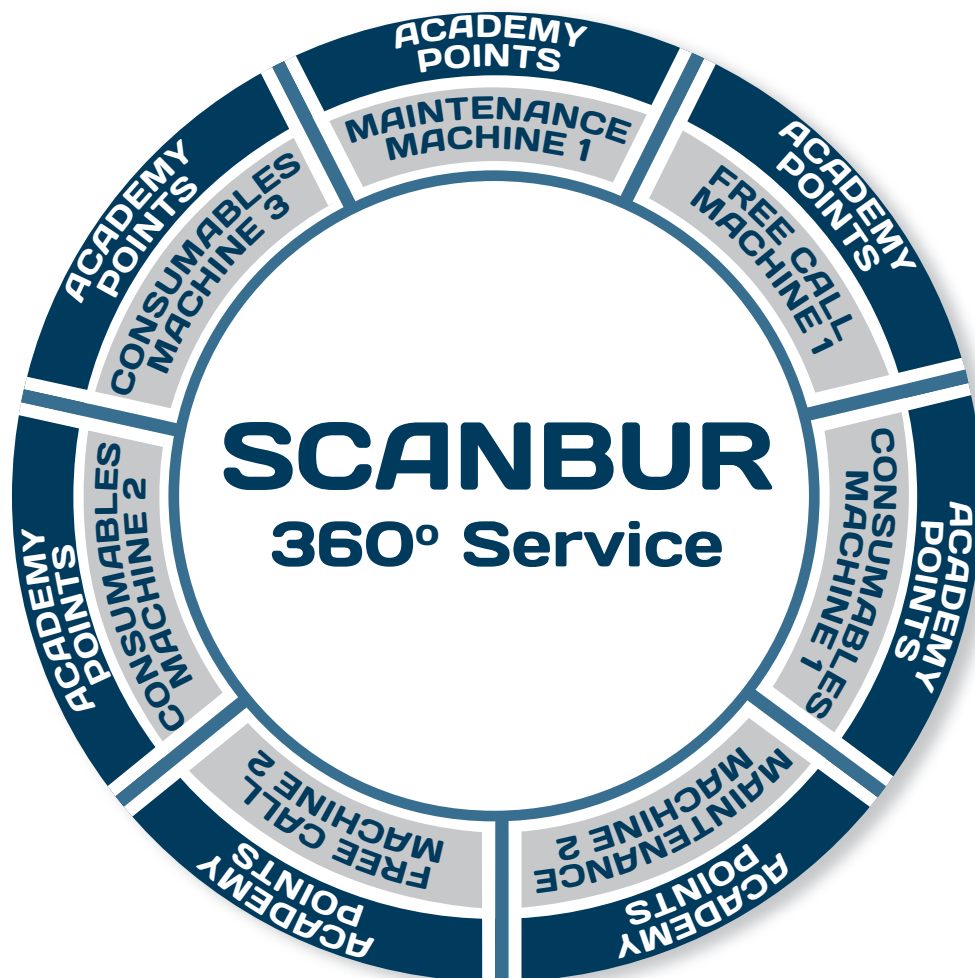
In cooperation with you and your staff we calculate your monthly consumption of consumables and guarantee delivery in accordance with the "just-in-time" principle.

Also, packaging will be in accordance with your requirements before the delivery starts in order to make the service run smoothly.

Programming of your equipment to ensure correct dosing of SCANBUR consumables (e.g. diet, bedding, detergent) is of course included in the service.

# How to earn your Academy Points

**Brick system**  
The more services you include,  
the more Academy Points you  
earn ...



## Many ways to utilise Academy Points

Academy is not only classroom training, it is also a broad range of other types of training and services, all depending on your needs and requirements. Examples of Academy services offered:

- **Process optimisation**

The workflow in the animal facility will be looked at with fresh eyes, and you will receive suggestions to how you may improve your workflow and optimise your internal processes.

- **On-site user training**

Whether you need training for newcomers at the facility or brush-up courses for current personnel, our Academy department can arrange it for you.

- **On-site technical training**

Let our service technicians provide tailor-made training for your staff. Our Academy department will be of your assistance to arrange training.

- **Academy classroom training**

Let our Academy department design a classroom course tailor-made for your business or choose between a long range of courses with internal and external speakers with experience and knowledge on a very high level.



Learn more at [www.scanbur.com/academy](http://www.scanbur.com/academy)



## Quick and experienced support

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### No matter where in the world ...

We always strive to be onsite as rapidly as you need us to be and always abiding by your quarantine rules.

### Nordic local presence, your advantage

You will find us in Denmark, Sweden, Norway & Finland. Due to our local presence, we are able to ensure a flexible organisation with short response time and service in local language.

### Service in German speaking countries

We provide service with highly experienced and qualified technicians.

### SCANBUR, specialised in lab animal facilities

We are able to offer our services due to our long history of specialisation in this particular area. All SCANBUR service technicians are highly specialised in our equipment, and they have all been through extensive certification training assuring that we always deliver the highest level of service.



### We also offer decontamination without investment in capital equipment

SCANBUR's decontamination service offers the BioReset technology for any scale of decontamination without the expense of capital equipment purchase. Our experienced advisors and technicians are ready to review your facility and decontamination needs in order to provide a tailor made solution for any given volume.

Our decontamination service includes all necessary equipment, trained staff and all consumables needed.

### Excellent results

- Validation executed with a chemical indicator map in order to verify the correct distribution of vapor
- Cycle efficacy determined by a microbiological map with Apex biological indicators charged with *Bacillus Stearothermophilus* spores

### Safety

The monitoring service ensures that the residual  $H_2O_2$  level is within the International guidelines of <1 ppm.

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**Contact us for more information:**

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