



Microscope Wizards Ltd Instrument Servicing/Repair Method Statement

Instrument Servicing/Repair/Refurbishment Method Statement

- **Microscope Wizards Ltd** will contact the **Customer** within 5 working days of receiving **Customer's Purchase Order Number** to discuss a convenient date for servicing and to clarify any specific details relevant to the job, such as:
 - Access to site/premises
 - Parking availability/restrictions
 - Site-specific training requirements (e.g., GMP or safety training)
 - Pre-visit paperwork (e.g., permit to work)
 - Provision of a suitable room for the work to be carried out.
 - Provision of a suitable workspace for the instrument(s) (e.g., stable bench)
 - Addition issue(s) relating to the instrument (e.g., undeclared faults)
- **Microscope Wizards Ltd** will operate according to 'Microscope Wizards Ltd Risk Assessment & COSHH' documents (available upon request) and undertake a dynamic risk assessment of the area prior to commencing work and will require **Customer** availability for this process.
- It is the **Customer's** responsibility to ensure that the site management/security personnel are informed of the engineer's arrival, that the environment is suitable for the necessary work to be undertaken.
- **Microscope Wizards Ltd** will outline the service/repair procedures with the **Customer**.
- **Microscope Wizards Ltd** will conduct a visual inspection of all instruments for any obvious signs of damage that could pose an electrical/biological/chemical hazard. If any problem is apparent **Microscope Wizards Ltd** will inform the **Customer** and work may not proceed.
- **Microscope Wizards Ltd** will identify a convenient location for any tool case(s), which will not present a hazard to the **Customer's** personnel.
- **Microscope Wizards Ltd** may use a dedicated fixed specimen on the stage, to check that the optical/digital image quality, illumination, controls, and functions are acceptable. If any faults are identified that fall outside of a routine service or beyond the scope of the job (for repairs) and will incur further changes and/or replacement parts to be ordered, then **Microscope Wizards Ltd** will inform the **Customer** before proceeding. Refurbishment costs will have been agreed with the **Customer** in advance of **Microscope Wizards Ltd** commencing refurbishment work.
- Due to lack of availability of replacement parts for out-of-production microscopes, on occasion **Microscope Wizards Ltd** may not be able to perform a repair. Under these circumstances an inspection fee and travel will still be payable by the **Customer** to **Microscope Wizards Ltd**.

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Instrument Servicing/Repair Method Statement, Continued

- If microscope calibration is required for Quality Assurance purposes (e.g., ISO 9001 accreditation), the **Customer** must supply an appropriate calibrated and certified slide graticule available for the purpose undertaking the calibration. **Microscope Wizards Ltd** will supply a calibration certificate upon completion.
- **Microscope Wizards Ltd** will switch off the power to the instrument and once sufficient time has elapsed to enable cooling of lamps etc., cover the instrument with a dust cover.
- **Microscope Wizards Ltd** will clean the work area and remove all tools.
- **Microscope Wizards Ltd** will inform the **Customer** of any modifications, repairs, issues whilst on site. If the **Customer** is not available a summary will be sent via email.
- **Microscope Wizards Ltd** will provide **Customer** with a service report for each microscope, if requested in advance of the service/repair visit.

Customer Satisfaction

- Following completion of the service/repair, **Microscope Wizards Ltd** will confirm that the **Customer** is satisfied with the standard of the work and complete the invoicing process.
- Customer feedback is invited by telephone, email or through the Microscope Wizards Ltd website.
- Customer satisfaction is of paramount importance to **Microscope Wizards Ltd**, who endeavour to resolve any **Customer** concerns to the full satisfaction of the **Customer** within 14 days of completing the job.

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Warranty / Guarantee

- **Microscope Wizards Ltd** is responsible for the agreed service/repair job only.
- If the **Customer** is not completely satisfied with the system meeting their needs post-service/repair, any issues must to be raised with **Microscope Wizards Ltd** within 48 hours of completion of the job.
- **Microscope Wizards Ltd** does not provide a warranty agreement / guarantee on the instrument(s) serviced/repared.

Authorisation

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