



Instrument Servicing

A service from **Microscope Wizards Ltd** consists of:

- Full mechanical assessment of the microscope, which will include checks of stage operation, focusing mechanism, and all mechanical moving parts (e.g., field/aperture diaphragms, stage travel limiter and tension controls, and condenser focus operation). Any issues detected will be brought to attention of the **Customer** before commencement of any repairs incurring additional costs.
- Full optical assessment of the microscope to detect any existing issues with the light path or optical alignment. Any issues detected will be brought to attention of the **Customer** before commencement of any repairs incurring additional costs.
- Disassembly of all major components of the microscope, which are individually checked, and all accessible optical surfaces are cleaned.
- Microscope is re-assembled and tested, including:
 - Alignment for Köhler illumination
 - Alignment of phase contrast rings (if present)
 - Alignment for specialised techniques, such as polarised light, Differential Interference Contrast (DIC), Hoffman/NAMC Modulation
 - Alignment of fluorescence light path (if present)
- Written service report is available post-service (if requested by **Customer** ahead of service).
- Any minor repairs which can be completed on-site e.g., missing screws, adjustments, seized components, etc. will be completed as part of the service.
- **Customer** will be advised of any recommended repairs outside of the service (including any that require off-site workshop repair), spare parts which will need to be purchased, or preventative maintenance work recommended by **Microscope Wizards Ltd** service engineer.

Microscope Wizards

Microscope Wizards Ltd Servicing Commitment

Instrument Servicing Health & Safety Considerations

Microscope Wizards Ltd take the safety of our **Customers** and engineers seriously, and operate safe systems of work at all times. Microscope Wizards Ltd have produced the following documents which are updated annually (unless significant edits required) and are available upon request:

- Microscope Wizards Ltd Health & Safety Policy
- Microscope Wizards Ltd Instrument Servicing Method Statement
- Microscope Wizards Ltd Servicing Risk Assessment & COSHH
- Microscope Wizards Ltd COVID-19 Risk Assessment (available for the duration of the COVID-19 pandemic and updated as required)

In addition, **Microscope Wizards Ltd** undertake a dynamic risk assessment of the work area prior to commencing a service job and require **Customer** availability for this process. **Microscope Wizards Ltd** engineers are instructed to cease work immediately if they feel that there are significant safety risks at the **Customer's** premises which are not adequately controlled.

Instrument Servicing Optional Extras

If requested by the customer, **Microscope Wizards Ltd** can offer the following additional services which may be charged separately:

- **Microscope calibration** 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.
- **Portable Appliance Testing (PAT)** for electrical safety compliance purposes. **Microscope Wizards Ltd** have PAT testing equipment and will supply test labels. This service is currently provided free of charge if requested as part of a service.
- **Microscope Inspection/Damage Assessment** for insurance purposes. Following fire, flood, or other such event, Microscope Wizards Ltd can inspect affected microscopes and advice on the cost-effectiveness of repair versus replacement. **Microscope Wizards Ltd** will provide a detailed inspection report upon completion.
- **Microscope relocation service** for laboratory moves. **Microscope Wizards Ltd** will complete a full system inspection and record any existing damage or missing components before fully dismantling, packing, and transporting the microscope and/or imaging system to its new location. **Microscope Wizards Ltd** will then fully re-assemble the microscope system and perform system checks, optical alignment and any repairs identified (if requested) from initial inspection.

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Statement from Microscope Wizards Ltd Founder and Senior Engineer

I am proud to say that a service by **Microscope Wizards Ltd** is second to none. We go beyond a basic clean of the lenses, to a full preventative maintenance service and diagnostic check. We strive to return each microscope that we service, to as close to its original condition as we can achieve. If you book a service from **Microscope Wizards Ltd**, you *will* notice the difference. Keep your microscope in full working order and get the most out of it. As I always say:

“Microscopes do not die of old age; they die of neglect”.



Alan J. Monk



Alan J Monk – Director



Microscope Wizards