

Instrument Service Certificate

Version 1.1 | August 2026



Document revision history

Version	Date	Description	Name
1.0	07.08.2026	Document published	CH
1,1	27.08.2026	Minor changes to structure	CH

1. Service Process

-  Contact BPC Instruments and obtain a service/order number.
-  Complete the service information form.
-  Prepare and clean the instrument.
-  Pack the required items securely.
-  Ship the instrument to BPC Instruments.
-  Instrument is inspected, serviced, tested and returned.

2. Customer & Instrument Information

Please complete the information below to ensure your service request can be processed as quickly and efficiently as possible. Print this document once completed and include it with the instrument(s) being returned for service.

Company

Address

Country

Contact Person

Phone

Email

Order/Offer No.	
BPC Contact	
Instrument Model	
Old Serial Number	- - -
New Serial Number	- - -
Problem Description	

3. Packing Guidance

Include:

- Main unit
- Power adapter
- Instrument service Form



Do NOT include unless requested:

- Bottles
- Water bath
- Network cable
- Motors/controllers
- Detection unit lid

4. Internal Service Report (BPC Use Only)

	OK	Repaired	Replaced
Base Risers	☐	☐	☐
Base Plate	☐	☐	☐
Embedded Server	☐	☐	☐
Temperature Sensor	☐	☐	☐
Tubing	☐	☐	☐
Check-Valves	☐	☐	☐
Connectors, Backplate	☐	☐	☐
Connectors, Flow Cell Internal	☐	☐	☐
Connectors, Flow Cell External	☐	☐	☐
Flow Cells	☐	☐	☐
Flow Cell Holder	☐	☐	☐
Plastic Base, Lower	☐	☐	☐
Plastic Base, Upper	☐	☐	☐
Calibration	☐	☐	☐
Sensor cable	☐	☐	☐
Sensor boards	☐	☐	☐
Cleaning	☐	☐	☐
Tubing Pressure Tested	☐	☐	☐

Technician Comments:

Technician Signature: _____

Date: _____