

CUSTOMER SUPPORT SERVICES

ViVitro provides full technical support for all products offered. This includes:

Technical Support

ViVitro strives to ensure 1 day response to all service enquiries whether by email or phone for support or RMA return of failed products. The following options are available for all ViVitro systems:

- Repair failed units supported by ViVitro
- Loaner equipment available for lease while unit is being repaired
- Tune unit to original factory specification
- Clean and maintain unit for all parts that experience wear and tear
- Upgrade software to latest revision
- Add new accessories to increase system capabilities

ViVitro can offer a customized annual service contract based on the above range of services tailored to suit your needs and installed base.

Warranties

ViVitro's standard warranty is (2) years from date of shipment, and an extended warranty of up to (5) five additional years is available as a purchasable option. ViVitro is limited to repairing, or at its option, replacing without charge, any part which in the sole opinion of ViVitro proves to be defective within the scope of this warranty. Third party equipment is subject to the original manufacturer's warranty.





Training

ViVITRO offers product training courses that are available either at the client's facility or at the ViVITRO factory in Victoria, BC, Canada to cover essential topics for:

SuperPump	1 day
Pulse Duplicator	2 days
EV Simulator	2 days
HiCycle	2 days
Real-Time Wear Tester	2 days

Each course can be tailored to suit your product configuration and your team's training requirements. Class size is typically limited to 5 people to ensure adequate hands on time. Training courses cover system essentials including:

- Assembly, Setup, Calibration
- Running the system
- Collecting Data
- Analyzing Data
- Cleaning and Maintenance

In addition to the above product training, ViVITRO also offers:

- Refresher training for new staff
- ISO 5840 overview

NEW!

Qualification

ViVITRO offers a 2 day system qualification at the client's facility. Included in this service are:

Installation Qualification

- Conformance certificate – safety and emissions
- Calibration and maintenance schedules
- Review of lab facilities

Operational Qualification

- Leakage test
- Ensure client has test protocols
- Functional Test
- Calibration test
- User training sign-off

Performance Qualification

- Test against ISO 5840 requirements for accuracy and range
- Includes testing the accuracy of flow, pressure and drive outputs

NEW!

Calibration

ViVITRO's System Calibration Service confirms that products and related accessories are operating to the same specification used at time of manufacture. Based upon the product, service areas may include: beat rate, stroke displacement, position accuracy and waveform. A calibration certificate is provided with each product upon completion of the calibration. This service is available on-site or at the ViVITRO factory.

455 Boleskine Road, Victoria B.C. Canada, V8Z 1E7
info@ViVITROLabs.com | (250) 388-3531 | www.ViVITROLabs.com

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First in Cardiovascular Device Testing