

EasyMax Service Products

Get the Best from Your Equipment

Develop your equipment maintenance and support strategy through METTLER TOLEDO services.

Service Products	Qualification at Installation			Post-Warranty Maintenance Plan			
	StarterPac	IPac	EQPac	BasicCare	StdCare	CompCare	ExtCare
EasyMax™ 102, 102 LT, and 402	Available		–	Available			
Accessories							
Heat Flow Calorimetry	Included			Available			
Easy Control Box (ECB)	Included			Available			
Universal Control Box (UCB)	Included			Available			
Dosing Unit SP-50	Included			Available			

The availability of Service Products can vary by region.

Installation

Service Activity		StarterPac	IPac
Unpacking and Shipment Verification	Inspect shipped package for potential damages	•	•
	Verify that delivered items match the order confirmation and shipment papers	•	•
	Unpack the equipment	•	•
	Check the completeness and the condition of all supplied items and documentation	•	•
Installation (IQ) and Operational (OQ) Qualification	Connect the synthesis workstation to the power supply	•	•
	Connect cooling and purge gas and set correct flow rate	•	•
	Check if the thermostat can perform heating and cooling tasks	–	•
	Check if all temperature readings show plausible values	–	•
	Check functionality data export via USB	•	•
	Perform function and specification test	–	•
Qualification Documentation	Basic confirmation; Installation Qualification (IQ)	•	•
	Operational Qualification (OQ)	–	•
Basic User Familiarization	Instrument components, handling, and operation	•	•
	Introduction to instrument indicators and functions	•	•
	Software overview and tutorial videos	•	•
	Documentation portfolio overview	•	•
	Instrument maintenance and support	•	•

Preventive Maintenance (Annual Service)

Maintenance Plans	PM Service	Travel & Labor (Repairs)	Repair Parts
B39910003 BasicCare	(1) Month 13	Billable	Billable
B39910002 StandardCare (StdCare)	(1) Month 13	Included	Billable
B39910001 ComprehensiveCare (CompCare)	(1) Month 13	Included	Included
B39910001 ExtendedCare (ExtCare)	(2) Month 12 & 24	Included	Included

The METTLER TOLEDO annual Preventive Maintenance (PM) service is designed to minimize unplanned downtime, maximize performance, and ensure the highest level of confidence and repeatability in data. This is done through the replacement of wear parts, optimization of the complete system, and documented validation of diagnostic and performance specifications. The result is a system operating at peak performance, data you can trust, and the documentation to back it up.

Service Activity

Maintenance Qualification	Visual inspection and cleaning
	External surface cleaning
	Inspect the reactors and glassware: no cracks or scratches
	Inspect the touchscreen
Installation Verification	Check connections of the instrument, start-up, and firmware
	Inspect cooling and purge gas lines for correct function
	Open the instrument and check for corrosion or leakage
	Installation verification deviation log
Operational Qualification	Check correct function of stirrer
	Check status of battery; replace if necessary
	Replace wear and tear consumables (as required)
	Check if latest firmware is installed
Calibration Validation	Calibrate the temperature sensors
	Perform the specification test and verify instrument is within the specification
Scheduled Maintenance	Replace parts with limited life based on instrument age and maintenance schedule (must be prepaid)

Lifecycle Maintenance Plan

Developed in conjunction with the instrument, the lifecycle maintenance plan outlines the recommended intervals for performance validation and parts replacement. Pro-active replacement of key components with a known lifespan is essential for minimizing unplanned downtime and the risk of a system failure. This holistic approach to maintenance ensures that your instrument continues to operate at the same level of performance throughout its entire lifetime.

EasyMax 102, 102 LT, and 402 Maintenance Schedule	Every Year	Every 2 Years	Every 5 Years	Every 6 Years
Temperature Calibration, Heat/Cool, Stability, and Speed verification – to ensure temperature accuracy, repeatability, and response time	•	–	–	–
Replace Stirrer Seals – to prevent solvent loss	•	–	–	–
Replace Touchscreen Cover – to preserve LCD surface	•	–	–	–
Replace Battery – to ensure diagnostic logging	–	◦	–	–
Replace Cooling Fan – to maintain operating conditions	–	–	◦	–
Replace Thermostat Blocks – to ensure heating/cooling, speed, and stability	–	–	–	◦

◦ Pro-active replacement not included in cost of annual Maintenance Plans; must be prepaid at time of contract

www.mt.com/service

For more information

METTLER TOLEDO Group

Automated Reactors and In-situ Analysis
Local contact: www.mt.com/contacts

Subject to technical changes

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