



Service with contract

All ERWEKA customers are entitled to our ERWEKA Premium Service. The offered service options can be contracted flexibly and according to your needs. However, with an ERWEKA Service Agreement, you enjoy many additional benefits.

Establish a long-term relationship with us and enter into an individually tailored service agreement when purchasing your ERWEKA device. This ensures the longevity and precision of your testing equipment, with a clear overview of your operating costs for years to come.

The foundation of these customized service agreements is based on the prescribed maintenance and qualification intervals of the testing equipment in your laboratory, as well as your business requirements. We would be happy to discuss all further details with you in a personal conversation.



Advantages as contract customer

- Seamless maintenance and care significantly increase reliability
- Telephone callback by a service technician within 12 hours on business days
- On-site deployment of a service technician within 72 hours after reporting a malfunction and final technical clarification
- Transparent and predictable operating costs
- Warranty extension from 12 to 24 months within 3 months of delivery
- Appointment prioritization for maintenance intervals and service operations
- Price advantages for spare parts and training
- Free use of the service hotline and remote service
- Maintenance and qualification management



Do you have questions?

Your contact address for service contracts:
E-Mail: service@erweka.com
Phone: +49 6103 92426-250



Customer service

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Spare parts

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All informations provided without guarantee or claim to completeness. v.1.0.11.23

ERWEKA Service Offerings



Support
Repair
Contract management
Remote Support

Installation
Qualification
Maintenance
Trainings



Maintain **longevity!**

With the purchase of an ERWEKA testing device, you opted for a durable quality product. Quality products need care – right from the start.

We offer expert installation and commissioning by an ERWEKA certified technician, maintenance according to predetermined intervals or inspection in case the device has not been maintained for some time. On request, we will draw up maintenance schedules for your equipment.

Our Services

- Installation, Maintenance, Maintenance management



Your added value

- Device installation by the manufacturer
- Long-term value preservation
- Prevention of wear
- Reduction of downtime risk
- Tried-and-tested maintenance routines with no interference to the production process
- Compliance with all documentation requirements according to GMP and DGUVV3
- Resource-saving all-round service



Measurement **accuracy!**

Highest measuring accuracy of testing equipment is a must in the pharmaceutical industry. All harmonized international pharmacopoeias require regular equipment qualifications, performed according to DAKKS calibration.

Our qualification service is offered for all equipment manufactured by ERWEKA and will be performed expertly using certified tools. Upon request, we will also handle your qualification management.

Our Services

- Installation Qualification (IQ), Operation Qualification (OQ), Performance Qualification for Hardness testers/Disintegration testers (PQ), Performance Verification Test for Dissolution Testers (PVT), Automatic Verification Test for Dissolution Systems (AVT)



Your added value

- Precise measurement and test results
- No additional costs for calibration tools
- Time savings through efficient manufacturer service
- Preventing loss of production through customer-oriented schedule management



Fix errors **quickly!**

The high quality and durability of ERWEKA testing equipment is something you can rely on at all times. In the event of a fault, however, short response times and prompt repair are critical.

We offer fast help by highly skilled and experienced service employees, who will quickly find a solution for your problem and repair your equipment, if necessary, either directly on site or in the ERWEKA workshop.

Our Services

- Phone service, remote Service, on-site repair service, in-house repair service



Your added value

- Quick fixing of errors
- Professional service
- Inspection and repair by ERWEKA certified technicians
- Manufacturer know-how
- Broad availability of original spare parts
- Worldwide service centers



Safe in use!

Any piece of equipment will only be as good as its operators. The increasing advance of technology and digitization of testing devices demand more and more operator knowledge. Proper introduction into our equipment and training of your employees are therefore very important to us.

We offer training courses and workshops tailored to your requirements – on site or online via the ERWEKA Academy.

Our Services

- Trainings at the customer's site, ERWEKA Academy



Your added value

- Customer-specific instruction and training
- Training on customer's ERWEKA equipment
- Avoiding operating errors
- Cost savings through customized training programs