

QUALIFICATION SERVICES

for reliable results

Complying with global regulations and standards requires documented evidence that your lab instrumentation meets specified performance criteria based on traceable, revision-controlled test procedures. That process for many labs can be complex, time-consuming and costly.

No one understands our instruments like the team of experts who design, manufacture and service them.

With decades of experience designing, manufacturing and servicing validated systems, we're able to bring specialized knowledge of integrated systems and software to some of the most complex lab environments.

We offer standard IQ/OQ services for most new Beckman Coulter instruments and annual OQ certifications to confirm the reliability and performance of Beckman Coulter instruments in your lab.¹

IQ/OQ Services

Our Instrument qualification (IQ/OQ) services verify your instrument has been properly received, correctly installed and functioning according to the instrument's operational specifications and your lab procedures.²

- Confirm shipped hardware, system components, software & related materials are received & complete
- Install system & software (includes environmental requirements & utilities check)
- Perform documented testing to verify system is installed & operating as specified in your lab environment³
- Ensure related operating manuals & system documentation accompany instrument arrival
- Deliver signed qualification report including summary of tasks performed.



Annual OQ Services

To ensure ongoing compliance and instrument performance, we recommend system operation be confirmed annually or following an instrument repair/moving event. Our expert engineers work to ensure your system is operating within acceptable limits by testing all relevant instrument specifications, parameters and ranges.⁴

- Perform instrument control functions & hardware/software tests to ensure system is functioning properly
- Validate instrument specifications using calibration & performance verification criteria⁵
- Deliver familiarization training to ensure operator readiness⁶
- Address environmental impacts (electrical changes, HVAC maintenance, renovations, equipment configurations, etc.)
- Document all performance test results
- Deliver signed & dated OQ certificate including summary of relevant tasks & signed documentation



Additional Beckman Coulter services to ensure the integrity of your results and reduce costly downtime:

- Flexible service & instrument calibration programs to avoid the high cost of instrument failure
- Customized service plans designed to unique customer requirements
- Applications & workflow support
- PROService remote system support for select Beckman Coulter instruments⁷
- Remote phone support for quick troubleshooting & resolution
- Instructor-led & online operator training options

Get the most out of your service plan. When combined with regular preventative maintenance, operational qualification is included following maintenance and/or major repair events. Contact your Beckman Coulter sales or service engineer to find out how to schedule IQ/OQ services.

1. Contact Beckman Coulter Services for a current list of qualifying instruments.
2. Included with select instrument purchase & installation. Contact Beckman Coulter for a current list of qualifying instruments.
3. To meet compliance and performance standards, Beckman Coulter recommends an IQ/OQ be done at the time of instrument installation or re-installation, periodically to ensure ongoing compliance with SOPs or following a system upgrade.
4. Includes all standard OQ verifications and select IQ parameters.
5. Calibration services performed to traceable standards.
6. Training performed by Beckman Coulter field service engineer.
7. PROService-ready instruments include Biomek i-Series liquid handlers as well as include Navios, Navios EX, Gallios and AQUIOS CL flow cytometers.



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