



**GenTech<sup>TM</sup>**

## **Our Refurbishment Process**

**Phone: 585.492.1068**

**Website: [GenTechScientific.com](http://GenTechScientific.com)**

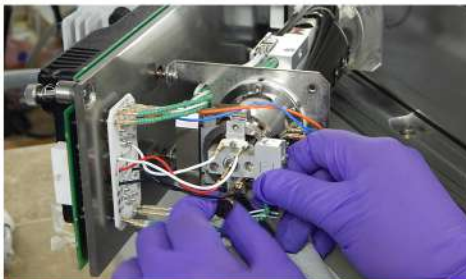
**Email: [Service@GenTechScientific.com](mailto:Service@GenTechScientific.com)**



Selecting Instrumentation to Meet Your Labs Needs

## Step 1

Our staff of experienced professionals will assist you with custom configuring a system that will meet your lab's specific needs. GenTech can help you identify issues your current analytical equipment is facing, and offer solutions that will better fit your sample types and will improve your labs efficiency. Our large and diverse inventory allows for many laboratories to reach new goals, and fulfill their labs requirements at a fraction of the costs of new equipment.



Custom Configure Your System to Suit Your Needs

## Step 2

At GenTech Scientific, we specialize in high-quality, pre-owned refurbished instrument. Our refurbishment process begins with a complete inspection of the internal components after removing all covers and checking wiring, circuit boards, terminal connections, motors, plumbing and more. Once the instrument has been thoroughly inspected and cleaned, our service technicians collect all added on accessories and custom configure the instrument.



Initial Performance Evaluation of All Components

## Step 3

The objective of GenTech's performance evaluation is to determine the scope and focus of the refurbishment. We power the instrument(s) up, verifying that all controls and functions work as designed, including displays. We also work on getting all accessories and add-on's working together, communicating, and are functioning the way they should.



## Step 4

After the performance evaluation, a preventative maintenance procedure process begins. The technician conducts an in-depth cleaning, detector maintenance, line and pump flushing. Routine maintenance is also addressed and filters, liners, tubing, etc. are all replaced as needed. This step in the process will bring the equipment back up to industry standards for your dependable operation.



Refurbishment to  
Manufacturer's Standards

## Step 5

Regardless of your method of data collection, our team of technicians and chemists can ensure that your instruments will function with the existing data collection system. Our team will be able to guide you to the solution that will allow all of your components to communicate and provide the best possible data.



Verify Compatible Firmware/  
Software Applications

## Step 6

GenTech runs industry approved standards on your instrument to verify that the chromatography results are accurate within accepted specifications, and that these results are reliably reproducible. Any necessary adjustments will be made to the instrument until it meets specifications. If you are using your own data collection system, we will also verify and ensure that your instrument arrives to you firmware compatible. GenTech Scientific provides customers with printed data to verify the quality measurements being identified.



Perform Full Product Calibration  
and Data Verification



Provide User Manuals and Accessories

## Step 7

Your system will come complete with all cables, power cords and user manuals. If you are purchasing one of our data systems, we often pre-install the manuals on your desktop too. When you purchase your data system and software from GenTech, you will receive a backup copy of the data collection software and Packing List which details the additional items being provided with your instrument.



Thorough Cleaning

## Step 8

Our analytical instruments do not leave GenTech without being professionally cleaned. As these refurbished instruments have been pre-owned they may exhibit some wear. We do our best to remove most cosmetic imperfections such as scratches, marks and discolorations. At this step in the process, each instrument is also given a very detailed appearance quality control inspection.



Professionally Package and Ship to Your Door

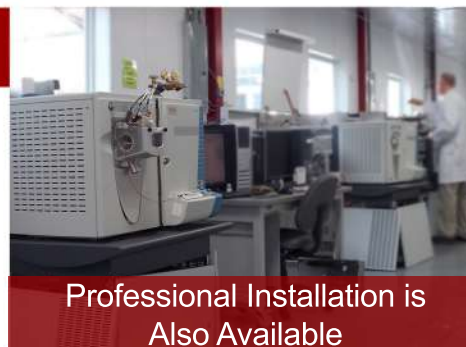
## Step 9

Once your order arrives in our Shipping Department, our professional shipping staff will perform a final quality inspection. We know that we deal with highly sensitive instruments, so we package and protect your instrument to ensure its safe and undamaged when it arrives to your lab or business.

## Step 10

GenTech offers professional lab set up that included installation and familiarization training. This final step ensures that your instrument will perform as well in your facility as it did prior to leaving ours. Not only will this give you peace of mind and confidence in your purchase, but a GenTech installation can also extend your warranty coverage.

GenTech also offers customized hands-on training at your facility. Please let your sales representative know if you are interesting any installation and training opportunities.



## About Us

### **WHY BUY NEW WHEN YOU DON'T HAVE TO?**

In 1996, GenTech was initially established as a service company; it was only a few short months later that the company began its transformation issuing repairs, refurbishing instruments, and displaying excellent service and sales support. GenTech's founder and CEO, Clair Bragg, recognized the vast difference between the expense of instrumentation at OEM prices compared to many labs' budgets. With excellent service and proven reliability, Clair built a trusted reputation by providing the highest level of quality in affordable, refurbished GC, MS, LC, HPLC, ICP, and AA instrumentation.