



**GENTECH<sup>®</sup>**  
S C I E N T I F I C

## Our Refurbishment Process

Phone: 585.492.1068  
Website: [GenTechScientific.com](http://GenTechScientific.com)  
Email: [Service@GenTechScientific.com](mailto:Service@GenTechScientific.com)



**Complete Electronic  
Inspection**

## Step 1

The GenTech Scientific refurbishment process begins with a thorough inspection of internal components. After removing all covers, we check 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 your instrument.



**Customized Configuration**

## Step 2

Our skilled and experienced technicians assist you with custom system configuration fit to your lab's specific needs. They are also ready to help you identify issues you currently face with existing equipment, and offer new, customized solutions to help your lab reach and exceed goals. All at a fraction of the costs of new equipment.



**Initial Performance  
Evaluation**

## Step 3

GenTech's thorough performance evaluation determines the scope and focus of an instrument's refurbishment. We power the instrument(s) up and verify that all controls and functions work as designed, including displays. We also work to get all accessories and add-ons working together, communicating, and functioning the way they should.

## Step 4

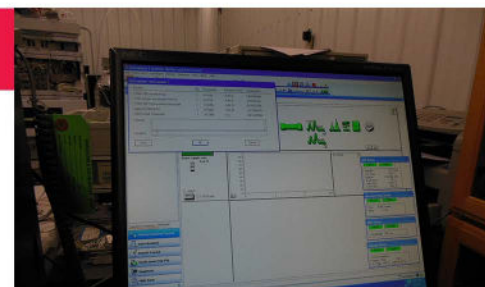
Technicians then conduct in-depth cleaning, detector maintenance and line and pump flushing—essentially wiping the instrument's slate clean. Routine maintenance is then executed, replacing liners, filters, tubing, etc. This step in the process restores our refurbished laboratory equipment to industry standards for your operation.



**Refurbishment to  
Manufacturer's Standards**

## Step 5

Regardless of your method of data collection, our team of technicians and chemists ensures your instruments function with existing data collection systems. Our team guides you to the solution that best allows all components to communicate and result in the best possible data.



**Firmware & Software  
Compatibility**

## Step 6

GenTech Scientific 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 are made to the instrument until it meets specifications. If you are using your own data collection system, we also verify and ensure that your instrument arrives firmware-compatible. GenTech 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 comes complete with all cables, power cords, and manuals. If you're purchasing one of our data systems, we often pre-install the manuals on your desktop as well. When you purchase your data system and software from GenTech Scientific, you receive a backup copy of the data collection software.



**Comprehensive Cleaning**

## Step 8

As these refurbished analytical 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 refurbished scientific equipment is ready to ship, our shipping department performs one more quality inspection. As we handle highly sensitive equipment every day, we ensure instruments are packaged and protected so they arrive intact and undamaged, ready to produce results.

## 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?

A pioneer in the refurbished instruments industry, GenTech Scientific has established itself as a trusted partner for laboratories across the globe. Since 1996, GenTech has provided scientists, universities and corporations with refurbished and warranted analytical instrumentation, as well as installation, training, maintenance and repair services to forward their research. With excellent service and proven reliability, GenTech has built a trusted reputation as a provider of quality, affordable refurbished GC, MS, LC, HPLC, ICP and AA instrumentation.