

NineScrolls Service Process Guide

Your Trusted Partner in Scientific Equipment Support

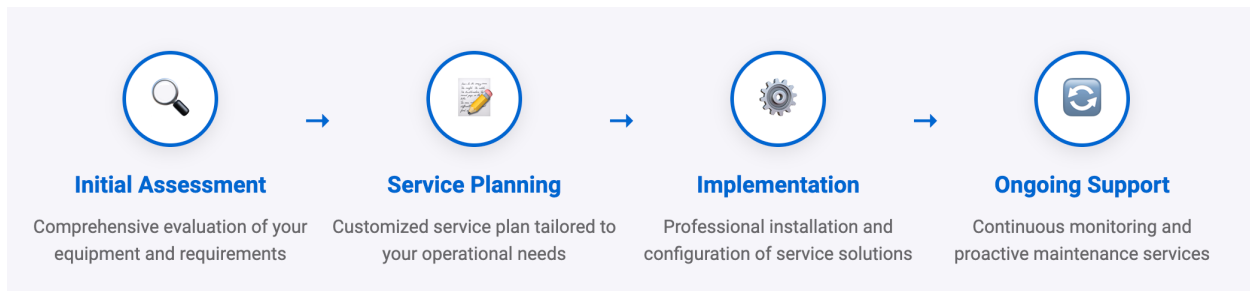
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NineScrolls Service Process Guide

Empowering Precision Research through Reliable Service

At NineScrolls, we believe that delivering advanced research instruments is only the beginning. Our commitment extends through the full equipment lifecycle—from tailored installation to preventative maintenance and ongoing technical support. Whether you are a university lab, R&D institute, or technology-driven facility, our service team ensures your equipment performs at peak condition.

Service Workflow Overview



1. Initial Assessment

- Evaluate customer application needs, facility readiness, and equipment compatibility
- Remote or onsite diagnosis available
- Typical cycle: 2–5 business days

2. Service Planning

- Customized service schedule: installation, testing, and future maintenance
- Pre-installation checklist and lab preparation assistance
- Delivery coordination with international logistics support

3. Implementation

- Onsite setup and operational verification
- Functional testing and tuning with customer collaboration
- Optional onsite training with certificate of completion

4. Ongoing Support

- Warranty: 2-year parts & labor (standard)
- Periodic remote check-ups available
- Optional Annual Maintenance Contract (AMC) for scheduled preventative care

✦ Detailed Stage Highlights

Initial Assessment

Our engineers gather detailed requirements and site specifications through forms, photos, or live video calls. This stage prevents mismatches in utility, space, or process needs.

Service Planning

We provide a full pre-installation guide and a tailored plan based on usage frequency and environmental factors. Customers can opt for training session planning or customized SOP development.

Implementation

During installation, our specialists test key performance indicators and calibrate process variables. A service checklist is reviewed with the lab team. All findings are documented in a final acceptance report.

Ongoing Support

We prioritize reliability. Our default warranty includes full parts & labor, and our service desk typically responds within 1–2 business days. For high-uptime labs, we offer an AMC with faster response time and scheduled cleanings.