



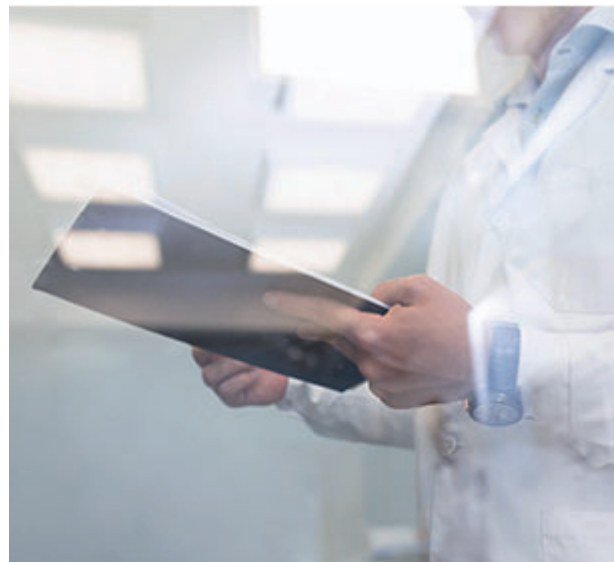
Service Solutions Case Study

Freezer repair service: Onsite trouble-shooting minimises disruption and delivers time saving

Challenge: The customer was experiencing difficulties with a number of its ULT freezers. These issues were negatively impacting their work and threatening to cause further disruption.

Solution: Our Services team responded with an urgent repair visit and a bespoke onsite trouble-shooting solution.

Result: The customer saved valuable time that would otherwise have been spent relocating the freezers' contents to back-up units. Our prompt solution also prevented equipment downtime and further workflow disruption.



Take a closer look ...

Challenge:

One of our UK-based university customers was experiencing difficulties with three of its ULT freezers. These issues were impacting the department's daily workflows and threatening to cause further disruption.

The most urgent issue—a door handle fault—had already resulted in one freezer being emptied and its contents transferred to a backup unit. Due to the location of the backup freezer, this was impacting their daily work.

There was also concern that another two freezers within the department would need to be emptied to prevent loss of samples and/or reagents. These two units were not scheduled to be looked at for several days by an external service provider.

The customer did not have a servicing and maintenance contract in place with Medline Scientific, which would have ensured a prioritised visit from our Services team.



Solution:

Medline Scientific's Services team was approached to assist with our equipment repair service. After a detailed discussion with the customer, we were able to respond with a prompt repair visit (within 48 hours) for the most urgent freezer issue. Once onsite, our specialist engineer was able to repair the unit in question.

During further consultation with the customer whilst onsite, it was brought to our engineer's attention that the department was experiencing issues with two additional ULTs. These two units were not scheduled to be looked at for a further three days by another service provider.

It was agreed that to prevent further potential disruption, our engineer would provide a trouble-shooting solution for the additional two ULT freezers to determine whether a quick resolution could be found. Indeed, the faults on both units were discovered and fixes undertaken. Our service engineer also provided the customer with advisory information on what should be done next, including any spare parts that would be needed.

Result:

The initial ULT freezer that generated the urgent service visit was efficiently repaired during the call-out. The problem with the door handle that had been causing excess ice build-up was fixed.

The additional trouble-shooting solution meant that the contents of another two ULT freezers did not have to be transferred to inconveniently-located backup units. This saved the customer: the time required to transfer the contents of these two large freezers; plus the time taken to then access those samples for their daily work. The solution also prevented any potential loss or damage to stored samples.

As a result, the customer was very pleased with the work undertaken by our Services team. The repair visit had provided an efficient fix and the additional trouble-shooting had prevented equipment downtime and further disruption.



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