

# HAMILTON

The Hamilton

# After Sales World



# Global Tools for Local Solutions

## A promise our customers can rely on

With a wide range of service and support tools, we offer a complete portfolio of innovative solutions, including best-in-class packages, service agreements, training, field and software upgrades, and a broad selection of smart consumables.

When investing in high-performance Hamilton Automated Liquid Handling Systems, you can rely on our well-trained Field Service Engineers, Technical Support Specialists, and Application Specialists for the best possible support.

Whether it's configuring your system or solving a technical problem, you can count on our experienced team to help maintain the health and performance of your instrument, because we know uptime is crucial to your business.

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# Service Contracts



## Flexibility to choose the most convenient solution for your laboratory needs

With Hamilton Service Contracts, service costs are budgeted in advance and unnecessary risks can be avoided. A wide range of comprehensive Service Contracts allows you the flexibility to choose the most convenient solution for your laboratory and daily working routine.

After the one-year warranty, you can choose to continue an on-going Service Contract that includes Preventive Maintenance, Field Verifications, agreed reaction times, and budget control options. For further information and an appropriate quote that fits your needs, please contact our Technical Support Hotline or your local Hamilton representative.

### Preventive Maintenance:

To ensure the best performance of your Hamilton product, we have designed the best Preventive Maintenance routines, implemented by our highly-qualified Field Service Engineers.

### Field Verification 2:

The Field Verification 2 (FV2) is intended to verify your Hamilton product, in accordance with Good Laboratory and Good Manufacturing Practices (GLP/GMP). The field verification does not include the VeriPlate, i.e. the field verification is not part of the Hamilton Pipetting Excellence Program (HPEP). Further details on the HPEP can be found on page 12.

	Premium Plus	Premium <sup>8)</sup>	Core
Technical Support Hotline <sup>1)</sup>	✓	✓	✓
Preventive Maintenance (PM) visits per year	up to 4	up to 4	up to 4
Travel and Labor Costs for PM	✓	✓	✓
Spare Parts and Consumables for PM <sup>2)</sup>	✓	✓	✓
Field Verification per year <sup>3)</sup>	up to 4	up to 4	up to 4
STARwatch Diagnostic Tool <sup>4)</sup>	✓		
Service Call Out: Labor and Travel Expenses	✓	✓	10% <sup>5)</sup>
Service Call Out: Spare Parts	✓	10% <sup>5)</sup>	10% <sup>5)</sup>
Software and Firmware Updates <sup>6)</sup>	✓	✓	✓
Reaction Time	< 48 h <sup>7)</sup>	< 72 h <sup>7)</sup>	< 96 h <sup>7)</sup>

1 Free service-related telephone assistance. Guaranteed callback time of 4 hours (during office hours)  
 2 Includes parts and consumables indicated in PM checklist  
 3 Includes consumables and is available if user software is compatible  
 4 Online condition monitoring only included in Premium Plus in Switzerland (optional for other Hamilton subsidiaries) and possible if communication with customer's PC is not restricted

5 Discounts may vary, depending on the location of the system  
 6 Software upgrades and add-ons are not included  
 7 Target response time Premium Plus: 24 h, Premium: 48 h, and Core: 96 h regular business days, excluding weekends and holidays  
 8 Premium is not available in Switzerland

# STARwatch



## Condition monitoring system to increase uptime by proactive intervention

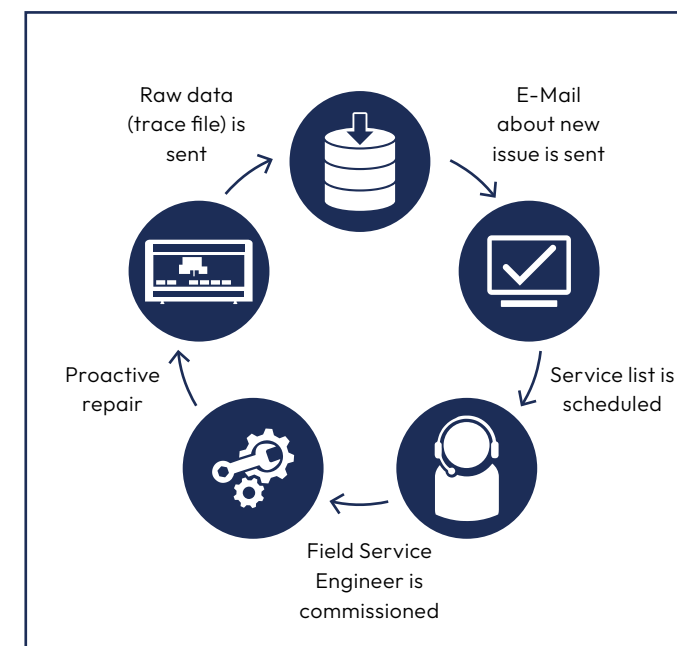
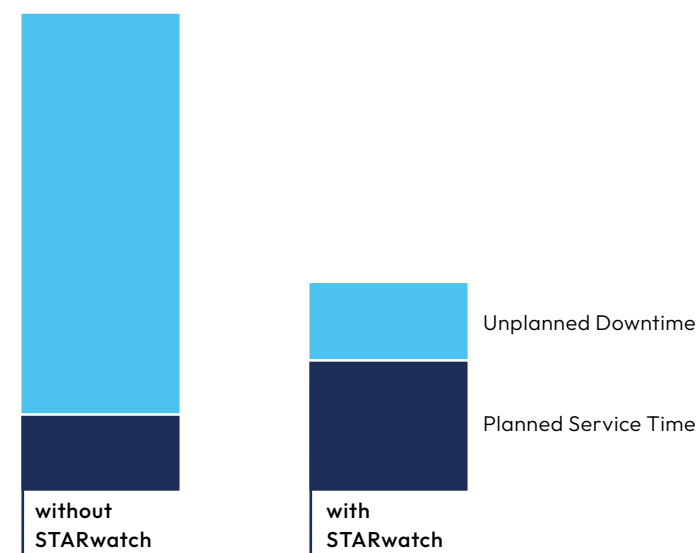
STARwatch is a service that significantly increases uptime of an instrument and is exclusively available for STAR/STAR V/VANTAGE instruments. Running behind the scenes, STARwatch continuously monitors the condition of your instrument. The captured data is automatically analyzed, and when critical patterns are recognized, Hamilton Service is immediately notified to provide proactive intervention.

### STARwatch Technology provides:

- Data is captured and analyzed automatically
- Error messages and critical patterns are recognized
- Hamilton Service is immediately notified

### Benefits for our customers:

- Fit service interventions into your production schedule
- Maximize system reliability and instrument runs
- Receive system information
- Receive monthly reports about method usage and tip cycles



### The Technology Behind

STARwatch Collect is a small client, installed on the instrument computer, which transmits the relevant information to the STARwatch Server.

Encrypted and compressed data is only sent by a one-way SMTP or https protocol. Therefore, no access through this connection from the outside is possible.

When dealing with data transfers via the internet, security is one of the main topics. With STARwatch Collect, data transfer is highly secure:

- Transmitted data encrypted & compressed
- The update rate is configurable
- Safe "one-way" connection using SMTP or https

# DeckWatch

## Visual monitoring for lab precision

Enhance your lab safety and efficiency with DeckWatch's dual-camera system. It is a non-intrusive and flexible integration for STAR Line, STAR V, and VANTAGE.

DeckWatch, equipped with Avigilon™ software, is a game-changer for laboratories seeking efficiency and accuracy in their processes. This innovative system is designed to enhance run monitoring, troubleshooting, and method development across various lab platforms. DeckWatch, located within the same network, provides a comprehensive solution for tracking processes, especially during extended runs or weekends, ensuring operational transparency.



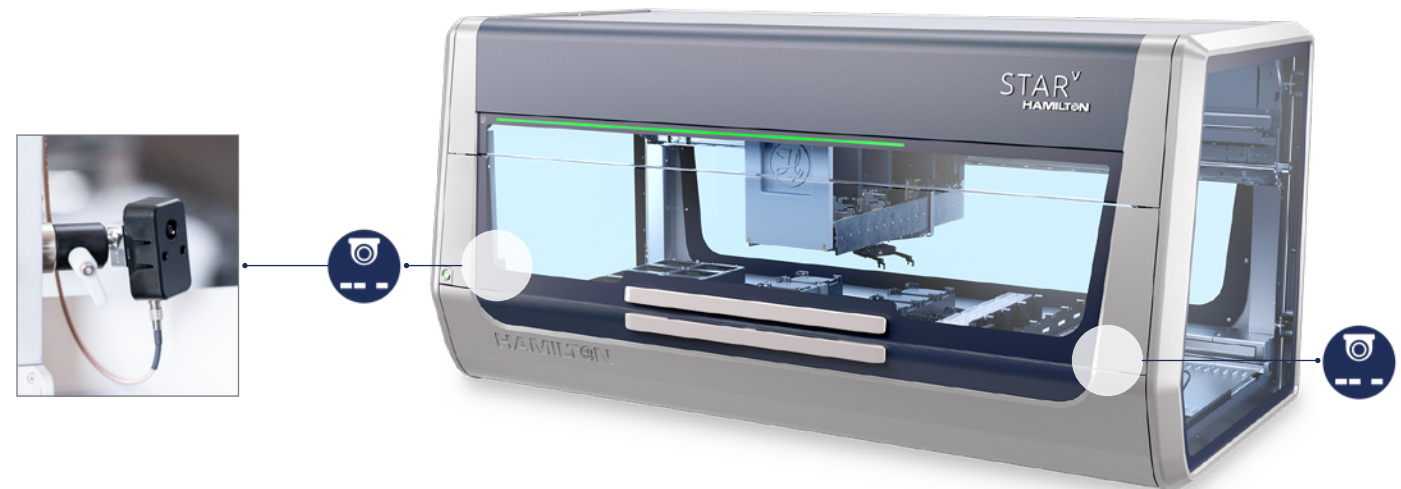
## Enhance your lab's efficiency with real-time visual monitoring

Discover our visual process monitoring solution



Please find more information on our homepage:  
<https://www.hamiltoncompany.com/automated-liquid-handling/small-devices/deckwatch>

## Camera position inside Microlab STAR V



# Field Upgrades

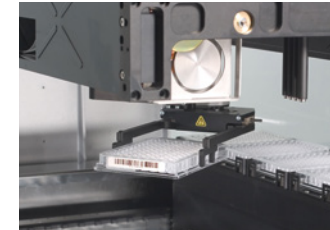
## Adjust your robot to your needs

Do you want to automate additional assays on your Hamilton Automated Liquid Handling System? Has your throughput changed and you require new pipetting tools? Or, do you want to start on a small scale and upgrade your Hamilton platform size and accessories later on?

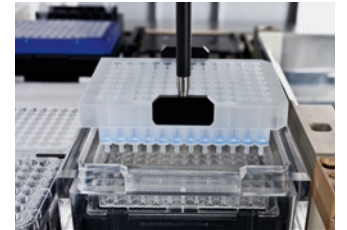
### Achieve More!

Your Hamilton System has been designed from the ground up to make changes and upgrades easy. Most upgrades can be performed in your lab within 1-2 days to minimize downtime. In addition to the wide range of functional Deck Labware such as the Vacuum Station, Heaters and Coolers, Shakers, the system can be upgraded with:

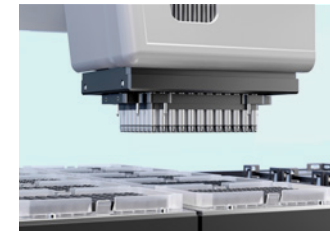
- Labware Handling Tools (CO-RE Grip, iSWAP, Tube Handler)
- UV Light Kit
- Up to 8 x 5 mL Pipetting Channels
- Up to 16 x 1000 µL Pipetting Channels
- Multi-Probe Heads (96- and 384-Probe Head)
- Imaging Channel with High-Resolution Camera (for VANTAGE and STAR V)
- Single Arm Instrument Upgrade to Dual Arm Instrument (for VANTAGE and STAR V)
- Second Arm with additional Channels or MPH (for VANTAGE and STAR V)
- MagTrail with up to 8 MagPip Channels (for VANTAGE and STAR V)
- CO-RE II Technology



iSWAP



CO-RE Gripper 1000µl



CO-RE 96-Probe Head 1000µl



Tube Gripper

**Hamilton can handle it to solve your challenges!**

- Increase walk-away time
- Achieve higher throughput
- Automate additional assays

### The following table shows a selection of different modules with a field upgrade for the ML STAR

(more are available for all Hamilton instruments - please contact your local Hamilton representative)

Module	Description	Order Nr. *
iSWAP	Landscape iSWAP (Y-cable and cable clamp, screws); a Robotic Arm that transports plates on the Instrument Deck	199200
1x 1000µL Channel A/B Upgrade	Pipetting Channel A or B with CO-RE II Pipetting Head 1000µL, including Y-cable and cable clamp, Y-slide, Arm Connector Upgrade Kit, screws	189010/ 189011
4x 1000µL Channel Upgrade	2x Pipetting Channel A and 2x Pipetting Channel B with Pipetting Head 1000µL, including Y-cable and cable clamp, Y-slide, Arm Connector Upgrade Kit, screws	173120
5mL Channel Upgrade	XL Channel with 5mL Pipetting Head, including Y-cable and cable clamp, 2x Y-slide, Arm Connector Upgrade Kit, screws	189012
Tube Gripper Upgrade	The kit includes XL Channel with Tube Gripper Head, Y-Cable and Cable Clamp, 2x Y-Slide, Arm Connector Upgrade Kit, Screws	184097
CO-RE 96-Probe Head II Upgrade	The kit includes CO-RE 96-Probe Head II including Housing, Y/Z-Drive, Slide Waste, Screws, Left Rear Post	199091
CO-RE 384X 50µL STP Head Upgrade	The kit includes 384X 50µL STP Head including Housing, Y/Z-Drive, Slide Waste, Screws, Left Rear Post	191089
CO-RE GRIPPERS 5mL WITH WASTE BLOCK	Tools for plate transfer on the deck using two pipetting channels. The set includes two CO-RE Grippers for 5mL channels and the bracket to be attached onto the waste block. Includes parking position for attachment to waste block. Waste block not included.	184099

\*depending on configuration



# Relocation and New Installation



When it comes to your robotic system, our promise is “satisfaction guaranteed”

We provide you with the best possible support with well-trained Field Service Engineers and Application Specialists. We support you with the following service options:

- System Installation
- Relocation and Organizing the Moving Company
- Preventive Maintenance
- Repair of Hamilton System

Hamilton products are installed according to strict procedures and in conformity with ISO-9001. Installations include:

- Checking the Workplace Environment
- Unpacking and Setup
- Operational Qualification
- Field Verification and Test Run

# Qualification Support Service

Qualify your Hamilton liquid handling system

GxP Regulations from leading regulatory agencies are demanding the validation of all analytical instrumentation, including the documentation associated with implementation and qualification, as well as the ability to produce reliable and reproducible results.

Hamilton will support you in qualifying your Hamilton Liquid Handling Systems. It is suitable for FDA GxP-Regulated facilities, Pharmaceutical Manufacturers, QA/QC Laboratories, contract manufacturers, or laboratories with added process security needs. GxP is not available for all Hamilton systems and modules, and Hamilton does not qualify third-party devices. Please contact your local Hamilton representative or customer support expert for further details.

- **Installation Qualification (IQ)** - It demonstrates that Hamilton equipment, as installed, complies with the approved design and the manufacturer’s recommendations
- **Operational Qualification (OQ)** - It indicates that the Hamilton system operates according to its operational specification in the selected environment
- **Qualification Preventive Maintenance (QPM)** - Support for on-going Qualification Processes and Preventive Maintenance, including system functionality tests
- **Repair Qualification (RQ)** - A systematic approach to managing all changes made to the Hamilton system
- **21 CFR Part 11 Software Compliance** - Controlled system access, documentation, and training

# Software and Liquid Handling Training



We offer standard trainings for software and liquid handling as well as customized trainings for your specific needs

Hamilton Automated Liquid Handling Systems are used in every Software Training Program to ensure that you receive extensive knowledge through hands-on experience.

We also offer online trainings, in which knowledge can be transferred at any place, worldwide. Some eLearning options are available in our Resource Center. Benefit from the versatility of the flexible VENUS software, which allows us to offer complete Programmer Trainings, from basic-to-advanced and expert trainings. Customized trainings or trainings at a customer site may be possible.

Please contact our Training Team via: [softwaretraining.rob.ch@hamilton.ch](mailto:softwaretraining.rob.ch@hamilton.ch) or contact your local Hamilton representative. We do not just offer products, we provide solutions.



Please click here <https://hamilton.trainingplus.ch/> or use the QR Code to visit our Training Center and find all dates and details about our trainings.

Training	Description
VENUS Basic Software Training	This training transmits beginner-to-intermediate level knowledge to users and conveys both programming with General Steps and Single Steps using our VENUS software. Hands-on exercises complement classroom lessons. This training is also provided as online training. <b>Duration: 3.5 days   Location: Hamilton Office/Online   Participants: min 3 - max 6</b>
VENUS Advanced Software Training	This advanced training transmits the increased knowledge needed to successfully implement complex application tasks using our VENUS software. Among other topics, participants learn how to handle NTRs, Channel Patterns, Sub-Method Libraries, Data and Barcodes, and how to use SQL as well as implement advanced error handling. <b>Duration: 3.5 days   Location: Hamilton Office/Online   Participants: min 3 - max 6</b>
Hamilton Pipetting Excellence - Liquid Handling Training	This comprehensive training transmits knowledge to better understand automated liquid handling. Some topics are liquid handling methodologies and best practices, monitoring and verifying liquid transfers. Hands-on exercises complement classroom lessons. The goal of this training is to provide the ability to improve and optimize liquid transfers as well as troubleshoot liquid handling problems. <b>Duration: 2.5 days   Location: Hamilton Office   Participants: min 3 - max 6</b>
MagPip Training	This comprehensive training transmits knowledge to acquire the competence to set up applications with the new channels. To achieve this, the participant learns everything about the new MagPip Training MagPip hardware, pipetting technology, MagPip Liquid Handling, and the differences with 1000µL Pipetting Channels. <b>Duration: 2.5 days   Location: Hamilton Office   Participants: min 3 - max 6</b>

# Module Upgrades



Unlimited flexibility from quick-and-simple to high-end customization

Thanks to the Hamilton 'Multiflex' Carriers, our Automated Liquid Handling Systems can host multiple kinds of Labware to upgrade your systems: select from a broad range of modules to configure your desired Carrier and Deck Layout.

A base Carrier Plate enables flexible placement of these modules for all common Labware: Microtiter Plates, Deep Well Plates, 96 or 384-Well PCR Plates, Stackers for Plates, Petri-Dishes or Tip Racks, Tube Holders, Reagent Troughs, Tilt Modules, Heating and Cooling Modules, and many more options. From Shakers to Heating or Cooling Modules, Tube or Plate Modules, Multiflex Carriers can be designed to exactly fit your application.

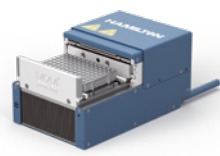
A small selection of some modules



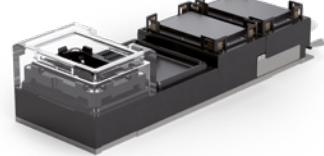
Hamilton Heater Shaker (HHS)



Fluoreye



On-Deck Thermal Cycler (ODTC)



Clear Vacuum Station

Module	Description	Order Nr. *
Hamilton Heater Shaker 3G	The third version of the Hamilton Heater Shaker (HHS) comes with interchangeable Smart Adapters, improved liquid spill protection, tool-free field verification, four different orbits, as well as a more homogenous heat distribution. The temperature control ranges from Ambient + 5 degrees up to + 105 degrees Celsius. In Compatibility mode, the Hamilton Heater Shaker is a 1:1 replacement for the current version. In Performance mode, the HHS 3G plays to its full potential. Additional Smart Adapters are available for a quick swap whenever you need to modify your deck layout.	10156639
Hamilton Heater Cooler	The Hamilton Heater Cooler™ (HHC) automates the heating and cooling of micro plates with an ANSI/SLAS footprint. The HHC can be used as either a standalone benchtop or integrated device using any Hamilton Liquid Handling platform. It ranges from 0 degrees Celsius up to + 105 degrees Celsius and comes with a variety of adapters for diverse labware.	6601900-01
Liquid Dispenser 2.0	The Liquid Dispenser 2.0 is an add-on to the Microlab STAR and Microlab VANTAGE Liquid Handling Systems that allows for the distribution of large amounts of liquids, using minimal deck space. Two different reservoir sizes may be placed on-deck: one that is optimized for use with pipetting channels, and another one optimized for use with Multi-Probe Heads. It is possible to use two different liquids, as well as a large waste.	10089725/6 (STAR), 10075107/8 (VANTAGE)
Fluoreye	The Hamilton Fluoreye is the perfect solution for DNA/RNA quantification (and normalisation) on-deck. The wavelengths (470 nm + 520 nm / 625 nm + 680 nm) match perfectly with many kits on the market. It is easily possible to retrofit for Hamilton's STAR, STAR V, and VANTAGE lines, as well as Hamilton Assay Ready Workstations (e.g., NGS STAR, NGS STAR V). The full deck accessibility allows for both fast and efficient data collection, while sensitive fluorescence detection guarantees increased specificity. By using the sequence concept of VENUS, the Hamilton Fluoreye provides fast, easy, and dynamic fluorescence measurement.	10141149
ApH module	The ApH Module is a dedicated module for measuring pH in 24-well or 96-well plates. It is compatible with the Hamilton STAR Line systems and requires the CO-RE Gripper. The probes are standard electrochemical probes, suitable to measure within a range from pH 2 to 12. Measuring lower or higher pH is also possible, as long as the calibration is performed within the correct range. As standard, the ApH Measurement Module is equipped with 4 pH probes but can be used with fewer.	819775
Sample Cooling Carrier (3x 32 tubes)	The Hamilton Sample Cooling Carrier Module allows for the cooling of sample tubes directly in the original tube. Thanks to the auto-loadable, specially designed Carrier, the barcode of the individual tubes can also be identified. The design of the 32-Sample Cooling Carrier allows condensate to be discharged; this is conveyed by a pump into a special collection container. The temperature ranges from + 4 degrees Celsius up to ambient.	10066537

\*Several order numbers are available (depending on instrument) - please contact your local Hamilton representative

# Clusters of Module Functionality



Hamilton can do much more than pipetting

Main Clusters of Module Functionality are Movements, Transfers, Temperature Control and Measure. However, many more functionalities are available.

<p><b>MOVEMENT</b></p> <ul style="list-style-type: none"> <li>Shaking</li> <li>Fixation</li> <li>Opening/Closing</li> <li>Transportation</li> <li>Centrifugation</li> </ul>	<p><b>TRANSFER</b></p> <ul style="list-style-type: none"> <li>Provide Liquid</li> <li>Cleanup with Positive Pressure</li> <li>Cleanup with Low Pressure</li> </ul>
<p><b>TEMPERATURE</b></p> <ul style="list-style-type: none"> <li>Heat up</li> <li>Cool down</li> <li>Run temperature profiles</li> <li>Temperature Control</li> </ul>	<p><b>MEASURE</b></p> <ul style="list-style-type: none"> <li>Measure Fluorescence</li> <li>Measure pH-Values</li> <li>Measure Ambient Conditions</li> <li>Identify Labware</li> </ul>

## Discover our Modules

Optimize your automated workflow with liquid handling small devices



An endless combination of efficiency-driven Hamilton liquid handling modules is available to increase walk-away time, reduce operator variability, and improve overall workflows when integrated with Hamilton's automated liquid handling systems. Several modules may also be used to improve the efficiency of manual workflows. Discover how Hamilton modules can minimize cumbersome stop points and fine-tune automated workflows.

<https://www.hamiltoncompany.com/automated-liquid-handling/small-devices>

# Pipetting Excellence Program (HPEP)

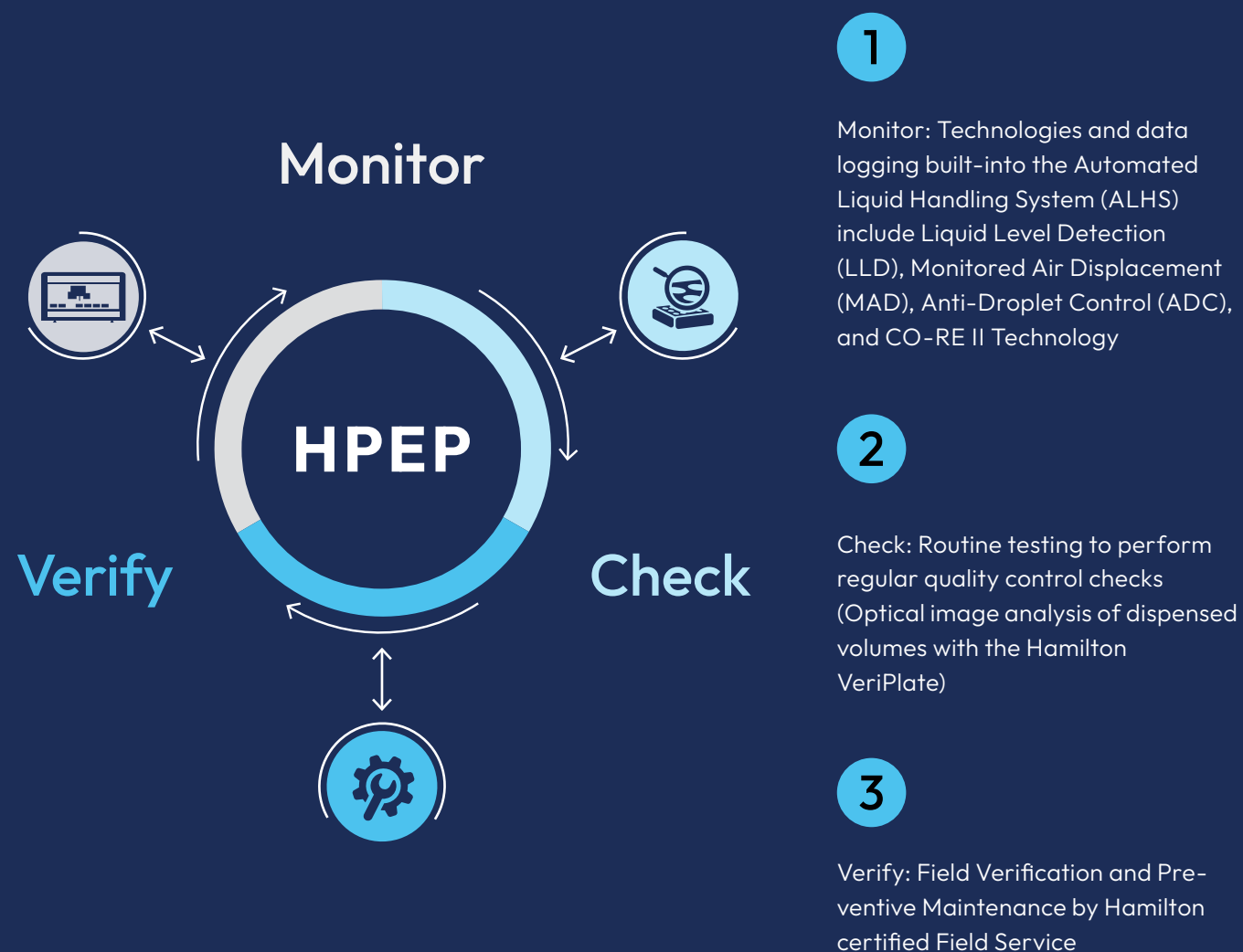


When accuracy is not an option, but mandatory

In Life Sciences research, precise pipetting is an essential requirement.

To help laboratories meet growing demands, Hamilton is introducing its Pipetting Excellence Program. By combining Hamilton's advanced automation technologies with first-rate services, the program provides labs with the tools to effectively monitor, check, and verify the quality of the pipetting process from start to finish.

## Three Complementary Pillars of Technologies and Services

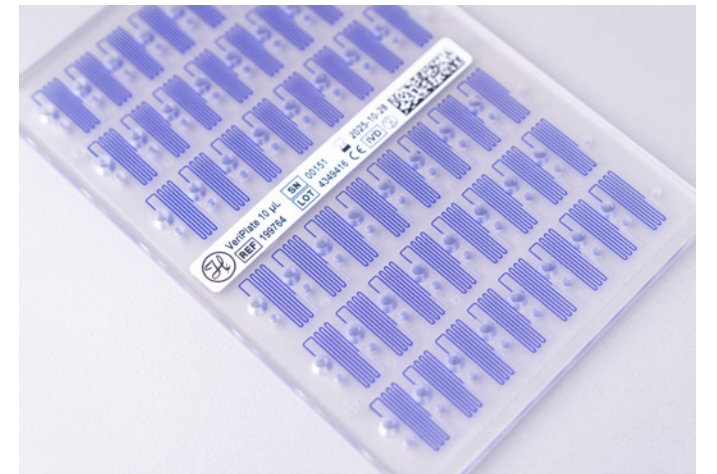


# Introducing the Hamilton VeriPlate



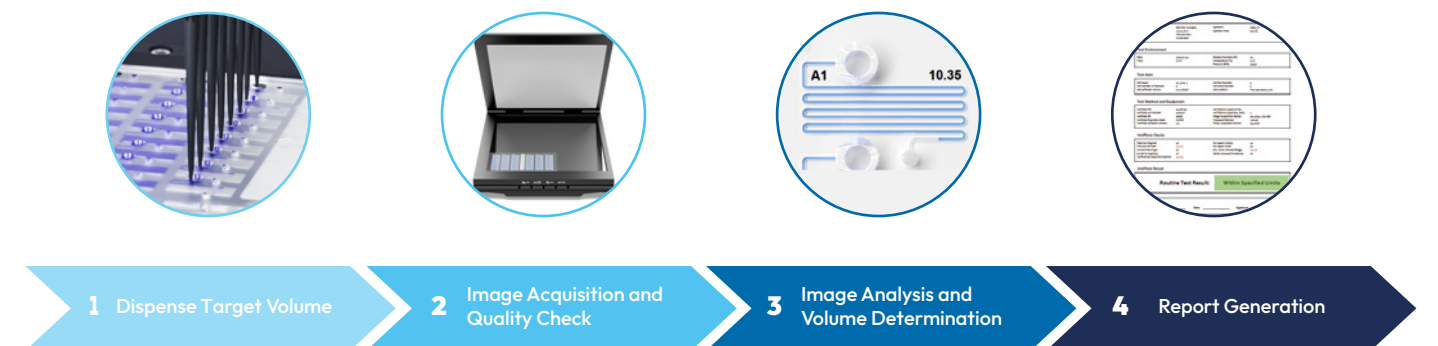
Check - Routine Testing Made Simple

The Hamilton VeriPlate, designed in an easy-to-use SBS format, is the go-to tool for frequent and fast routine testing of automated liquid handling systems. It uses optical image analysis of liquid-filled capillaries to ensure accuracy.



- **Easy Operation:** No need for a specialist – any lab operator can use VeriPlate with confidence.
- **Routine Test report:** Get detailed routine test reports with clear pass/fail results, supporting regulatory compliance.
- **Reduce cost and improve productivity:** Ensure higher uptime, reduce experimental repetitions and support troubleshooting.

## Hamilton VeriPlate: Routine Testing Workflow



**Routine Testing Workflow:** 1: Automated liquid handling system pipettes specific volumes into the VeriPlate. 2: Imaging of VeriPlate with optical scanner. 3: Automated image analysis and volume determination. 4: Software generates a detailed PDF report.

**Online Pipetting Performance Calculator:** Answer a few simple questions about your laboratory to receive your individual test schedule.

Visit the Hamilton Pipetting Excellence Program website to explore informative videos, evaluate your individual VeriPlate test demand, and to download an insightful White Paper: [hamilton-company.com/hpep](http://hamilton-company.com/hpep)



# European Customer Support Team



## Rely on our expertise and contact our customer support

Our Customer Support Team is our first level of support, working directly with end users to resolve technical and application issues remotely. A customer support agent from the team responds to, resolves, and escalates incoming technical and application issues and requests submitted by phone or e-mail with a focus on customer excellence.

### Scope of our Customer Support Team

- One point of contact for the customer
- Advanced case handling and traceability
- Competent request handling
- Coverage of Dx Market requirements
- Efficient internal knowledge transfer
- Remote solution capability

### Benefits for the Customer

- Fast response time
- Customer Excellence in Support
- Professional and request-oriented Support
- Improved productivity of workforce
- Professional technical call management (Competella) + Customer Support Management (CSM)
- Development of solution knowledge base

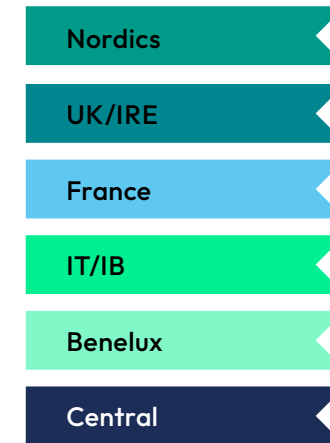


### Organization

Hamilton recruits hotline staff from existing teams. In-depth knowledge and field experience with our own instrumentation is seen as very high value, to not only accept and route customer calls, but reach a high percentage of resolved issues.

Hamilton standards are best reflected in a competent hotline and not just a “generic call center” approach.

Organization of the European Support Team: Primary contacts within six clusters: Nordics, UK/IRE, France, IT/IB, Benelux, Central.



In addition to our European Customer Support Team, we also have a support team for the emerging markets in Dubai.



## Your success, our expertise

Benefit from the complete support experience.

Please contact your local Hamilton representative to receive more information about Application Development and Support, including Method Programming, Software Upgrades, Remote Services, and Hamilton’s Direct Support Line.

Please find detailed contact data on our homepage:



<https://www.hamiltoncompany.com/support/global-headquarters-subsidiaries>



# Application-Specific Consumables




Please find more information on our homepage:  
<https://www.hamiltoncompany.com/automated-liquid-handling/consumables/platform-consumables/tubes>

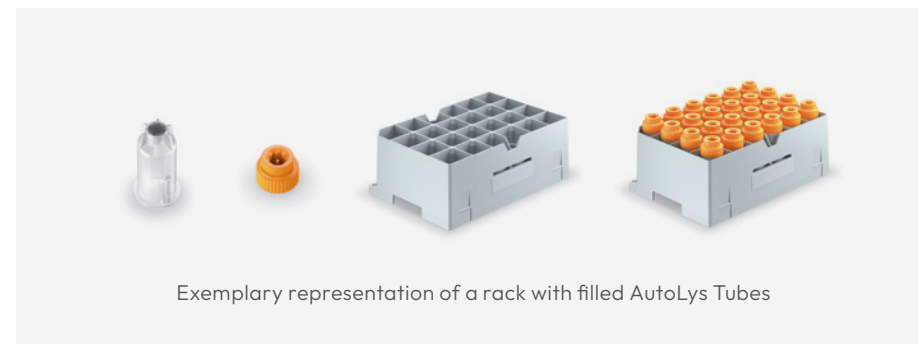
## Get equipped with the right tool

### AutoLys Tubes: revolutionary automated lysis system

As a tube-in-tube system, the Hamilton AutoLys Tube enables sample lysis and separation in a single, fully enclosed assembly for forensic, genomic, clinical research, food testing, and other lab applications. It consists of a lid, inner tube with filter, and outer tube with 2D code.

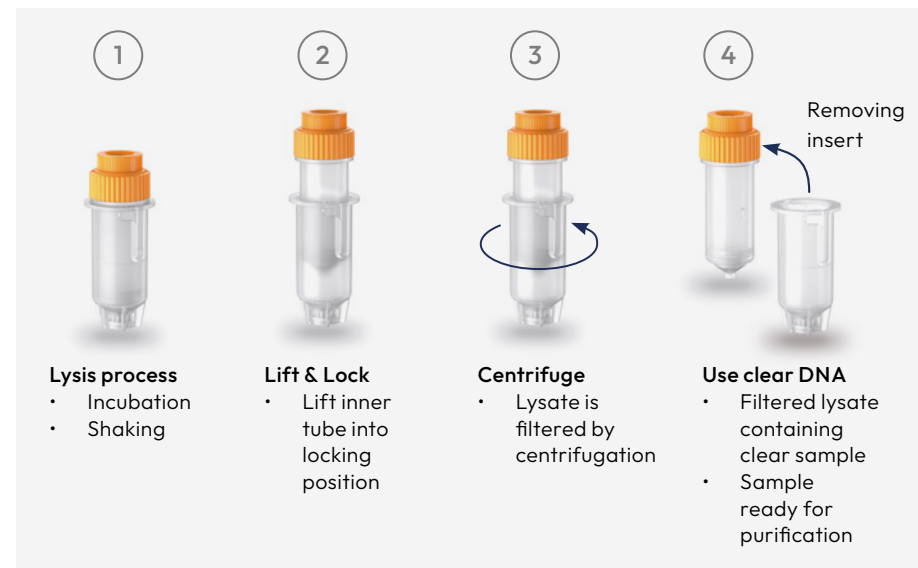
In automated workflows, the tube design ensures stability during the lift-and-lock lysis process, and barcodes are easily scanned from the bottom of the rack for traceability. The AutoLys Tubes are compatible with the AutoLys 24-well Rack and the AutoLys Channel.

### AutoLys Tube Accessories: efficient and fast processing of complex samples



- Forensic DNA Grade
- Secure sample lysis and separation
- Carry-over prevention
- Full sample ID traceability
- Minimizes sample evaporation
- Time savings

### AutoLys Workflow: Quick 4-step procedure



- #### AutoLys Tube Advantages
- Optimal heat transfer and efficient shaking of substrate for the incubation phase due to the tube-in-tube design assembly
  - Effective filtration step due to locking position of lifted inner tube secures the assembly during centrifugation step
  - High DNA yields using AutoLys Tubes for manual or fully automated processing

### FlipTube® A: Industry's only automatable microcentrifuge tubes

The FlipTube A from Hamilton Robotics is the first 1.5mL reaction tube that resolves a major drawback of standard reaction tubes: automating microtube opening and closing. Only FlipTube A is designed to automate the opening/closing steps, in a controlled automated process, by applying gentle and gradual pressure to the rear end of the hinged lid via the FlipTube A Toolset.

The smart FlipTube A guarantees a contamination-free and safe workflow, via the perfect interaction between the unique FlipTube A Toolset and several smart accessories for Hamilton Platforms. In addition, FlipTube A is much more practical for manual opening/closing than standard microtubes already on the market. The FlipTube A significantly reduces the risk of sample contamination by the fact that during the opening process, fingers never come into contact with the underside of the tube lid.



### Smart FlipTube accessories guarantee flexible hands-free preparation steps

#### FlipTube® A Toolset

- Opens and closes automatically, depending upon the specific preparation step
- Minimizes risk of aerosol formation by applying gentle and gradual pressure on the rear end of the lid
- Enhances sample safety, which may be affected by evaporation or spills of infectious/toxic materials
- Offers a fully walk-away automation process

#### Functional 24-Well Rack

- Guide-wall with openings for the perfect alignment of FlipTubes, in order to ensure the correct opening/closing of tubes with FlipTube® A Toolset
- Secure rack transport on-deck via Gripper (e.g. CORE Gripper)
- SBS format Rack for centrifugation of 2x24 tubes
- Compatible with functional Heater Shaker / FlipTube® H/C Block

#### Functional Heating/Cooling Block

- Heating/Cooling of 24 tubes by put over-compatible FlipTube® A Rack
- Superior heating and cooling performance due to the FlipTube® A cone design of each well
- One direction fit: design features on both parts ensure correctly aligned placement

#### IT Sample Carrier

- Aligning of FlipTube® A by special carrier well design for controlled automated opening/closing of FlipTube® A
- Reading of barcoded tubes in IT sample Carrier

Order Nr	Description
235478	AutoLys A Tube (for automated processing): 100pcs./bag – 500pcs./case
235459	AutoLys A 24-well rack in SBS format for sample preparation and lysate centrifugation. The special well design holds 24 AutoLys Tubes in position during locking procedure – 20pcs./case





# Industry-Leading Support

## Service and support you can count on

Our worldwide Service organization provides the industry's best service and support. Local engineers are trained by Hamilton-certified experts and supported by service centers and distributors. Our commitment to high-quality standards goes beyond ISO 9001 certification and includes the continuous training of all authorized service technicians.



### Extra-Mile Support

#### Always there when you need us:

Our global field service and support network from the technical support hotline to local service engineers and application specialists guarantees a fast response to your request, minimizing downtime. Whether routine maintenance, service support, or application support, the Hamilton team ensures your lab will be up and running as quickly as possible.

#### Training makes perfect:

Hamilton offers customers in-depth training sessions to ensure laboratories know how to properly use their automated handlers. Whether a general overview of your equipment at a Hamilton facility or personalized sessions in your lab, we are committed to setting your team up for success.



### Highest Quality Level and The Best Service

#### Quality from a single source:

We guarantee the highest standards of quality, reliability, and precision for all our products; from our own production and state of the art quality control systems to final inspection.

#### System installation made to measure:

All Hamilton systems are installed according to strict procedures and in accordance with ISO 9001 standards. Each system includes a comprehensive Installation Qualification (IQ) and detailed documentation.

#### Service as individual as you are:

Ensure the longevity and peak performance of your automated system with a Hamilton service contract, including regular monitoring and preventative maintenance.





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Years of Experience  
**75+**



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