

THE SERCON GROUP

SUPPORT - SERVICE
AND TRAINING



sercon
The *Stable* Isotope Company



SUPPORT - SERVICE AND TRAINING

Sercon are dedicated to the design, manufacture and support of **Isotope Ratio Mass Spectrometers** and their associated **sample preparation systems**.

Backed by a wealth of experience in Isotope Ratio Instrumentation, we provide a full range of services specific to isotope ratio scientists and their applications.

Sercon continues the pioneering efforts of Europa Scientific. We are committed to the continuous development of our instrumentation and support services to ensure that ground breaking research needs are met.

To ensure that all Europa and Sercon instruments remain fully operational and productive, we offer a range of **upgrades** and **system refurbishments** from the Tracermass of the 1980s. All systems can benefit from electronics upgrades, pumping system renewal and ion optics refurbishments. All systems can be brought up to the latest technology.

In order to ensure the best possible performance at all times Sercon recommend an annual **service** of your instrument. Sercon are able to provide rapid on-site response from our team of specialist, experienced engineers. We can provide **remote support** via telephone and email. All of our users receive **training** as part of an installation programme. We can also provide further training on specific applications or tailor your course to your analytical needs.



As well as IRMS, Sercon supply **consumables** and **spares** of the highest quality for all isotope ratio monitoring mass spectrometers and elemental analysers. Our unique approach of providing the highest possible quality at the most competitive prices means that now all users can benefit from our products.

Sercon are the UK distributor for the complete range of **isotopically labelled compounds**. All products are of the highest possible chemical purity and are always supplied with the MSDS and Certificate of Analysis. We can supply products of a full range of enrichments and of a large variety of label positions in any quantity you would require.

Sercon are global representatives **^{18}O labelled water**, both 10 atom % and 98 atom % used for energy expenditure and PET studies. We ensure that we supply water of the highest quality at a competitive price for your requirements.



FEATURES OF SERCON CONSUMABLES WORLD SERVICE

Sercon world service ensures that your service needs are dealt with speed and efficiency.

It is staffed with factory trained service personnel and equipped with dedicated specialist board and optics and test facilities.

SERVICE OPTIONS

In order to ensure the best possible performance at all times we recommend an annual service of your instrument. This is also a period to ensure it continues to exceed its specifications and to discuss any analytical needs you may have. In the unlikely event of an unscheduled issue arising, Sercon are able to provide rapid on-site response from our team of specialist, experienced engineers. For minor issues or advice, we can provide remote support via telephone and email.



UPGRADES AND SYSTEM REFRUBISHMENTS

To ensure that all Europa and Sercon instruments remain fully operational and productive, we offer a range of upgrades and system refurbishments from the Tracermass of 1984. All systems can benefit from electronics upgrades, pumping system renewal and ion optics refurbishments. All systems can be brought up to the latest technology.

TRAINING

All of our users receive training as part of an installation programme. We can also provide further training on specific applications or tailoring your course to your analytical needs.

We do take the opportunity to welcome you to come to our training facility or we can work with you on site.

For more information on how we can support you and your instrumentation, please contact us.





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Sercon is ISO 9001:2008 accredited