

Instrument validation services



IQ/OQ and PM/OQ services

Installation, operational qualification, preventive maintenance

Assure ongoing compliance of your Molecular Devices microplate readers and washers and be audit ready with comprehensive validation and maintenance documentation.



Installation Qualification (IQ)

Verifies and documents that all necessary components required for operation are received and properly installed in accordance with Molecular Devices installation protocols.

Operational Qualification (OQ)

Tests every subsystem of the reader or washer including mechanical, electrical, and optical components to verify operating functions are in accordance to the Molecular Devices product operational specifications.



Preventive Maintenance (PM)

Each plate reader or washer is calibrated, inspected, and lubricated—any potential issues are proactively addressed. Our comprehensive multipoint inspection and testing ensures each microplate reader or washer meets our product operational specifications.

Operational Qualification (OQ)

Tests every subsystem of the reader or washer including mechanical, electrical, and optical components to verify operating functions are in accordance to the Molecular Devices product operational specifications.



UV/OQ Service

Ask about our enhanced qualification capabilities that now cover UV wavelengths from 220 nm to 350 nm.

The service validates and confirms:

- Photometric accuracy, precision and linearity
- Wavelength accuracy
- Stray light

Key features

- Automated validated calculations for accurate and faster results
- Electronic signature with date/time stamp for compliance assurance
- Secure archiving of IQ/OQ and PM/OQ report in digital and compliant format for on-demand access

Comprehensive digital data package

Upon service completion, a comprehensive digital report is generated and provided. The report is also securely stored in a central location at Molecular Devices. Each report contains:

- Fully electronic document with eSignature, date, and time stamp that meets SAFE-BioPharma standards
- Operational Qualification results
- SoftMax Pro instrument data files
- Instrument service report
- Calibration certificates for validation plate and certified tools
- Training certificate for your specific Service Engineer

Why we are your preferred service provider

- Fully trained and certified Field Service Engineers:
 - Use proprietary software, tools, and OEM parts
 - Provide comprehensive multipoint inspection and testing
 - Maintain active certifications through continuous training
- Access to expert technical support and a comprehensive knowledgebase
- Single provider for your service, applications, and sales needs

Ordering information

Microplate reader services	Part number
IQ/OQ service	Ending in "-IQOQSVC-OS"
IQ/OQ service + UV Wavelength Operational Qualification	Ending in "/UV-IQOQSVC-OS"
PM/OQ service + UV Wavelength Operational Qualification	Ending in "/UV-PMOQSVC-OS"
Upgrade to perform IQ/OQ or PM/OQ on the customer computer instead of the Field Service Engineer computer	Ending in "-CUSTCPUOQSVC-OS"
As-found service	Ending in "-ASFOUND-OS"
PM/OQ service	Ending in "-PMOQSVC-OS"
Additional preventive maintenance services	Ending in "-PMSVC-OS"

Contact Us

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Check our website for a current listing of worldwide distributors.

Regional Offices

USA and Canada	+1.800.635.5577	China (Beijing)	+86.10.6410.8669	Japan	+81.3.6362.9109
United Kingdom	+44.118.944.8000	China (Shanghai)	+86.21.3372.1088	South Korea	+82.2.3471.9531
Europe*	00800.665.32860	Hong Kong	+852.3971.3530		

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