



Service & Support that makes the difference.

It feels good when you find the right temperature control equipment, and we want that feeling to continue. JULABO's service and support teams are committed to making sure you enjoy owning and operating your JULABO for as long as possible.



Quick Setup with Free vDelivery

Our free vDelivery service is a virtual consultation using well-known applications such as Apple Facetime, Google Duo, and Microsoft Teams. We connect with you face-to-face via technology to assist with unboxing your unit, simple hookups & connections, and a brief overview of menu options.



vDelivery Plus: Virtual Training, Installation, and Service

For service questions, calibrations and configurations, or comprehensive user and systems training, turn to vDelivery Plus. Our technical experts connect with you directly using Apple Facetime, Google Duo, and Microsoft Teams to address in-depth installation, service, and training needs.



Predict Future Equipment Failures, Corrosion, and Fluid Expiration

A simple fluid test can reveal a lot about your unit's performance. JULABO Crystal checks viscosity, oxidation values, water content, silicone content, and the presence of additives that may indicate future problems.



Extend Your Warranty with JULABO Shield

JULABO Shield extends your warranty and protects you from having to pay for repairs traditionally covered under warranty, including defects and malfunctioning parts. It provides the exact same coverage as our standard two-year warranty; you simply choose how long you want to extend your coverage (1, 2, 3, or 4 years). JULABO Shield is available on any unit less than six years old, even if your standard warranty has already expired. It also includes free shipping, labor, and priority service.



JULABO Shield Extended Warranty Includes:

- Replacement of malfunctioning parts
- Labor
- Shipping of the unit to & from our service center
- Priority service to fast track repairs
- Cleaning
- Calibration
- Software & firmware updates

Additional Support

Onsite Installation & Training

Our experts can also come to you and your team to help with installation and in-person training.

NRTL Testing & Inspections

Need UL or CSA inspections and labeling for your JULABO unit?

Add an NRTL Inspection to your product purchase and we'll complete it prior to shipping. Modification and inspection is included.

Rentals

Need an additional JULABO unit for a project or a loaner while yours is being prepared? We partner with Advanced Test Equipment to get you the unit you need. In certain cases, we may be able to offer a loaner unit when yours is being repaired.

Contact us for more information.