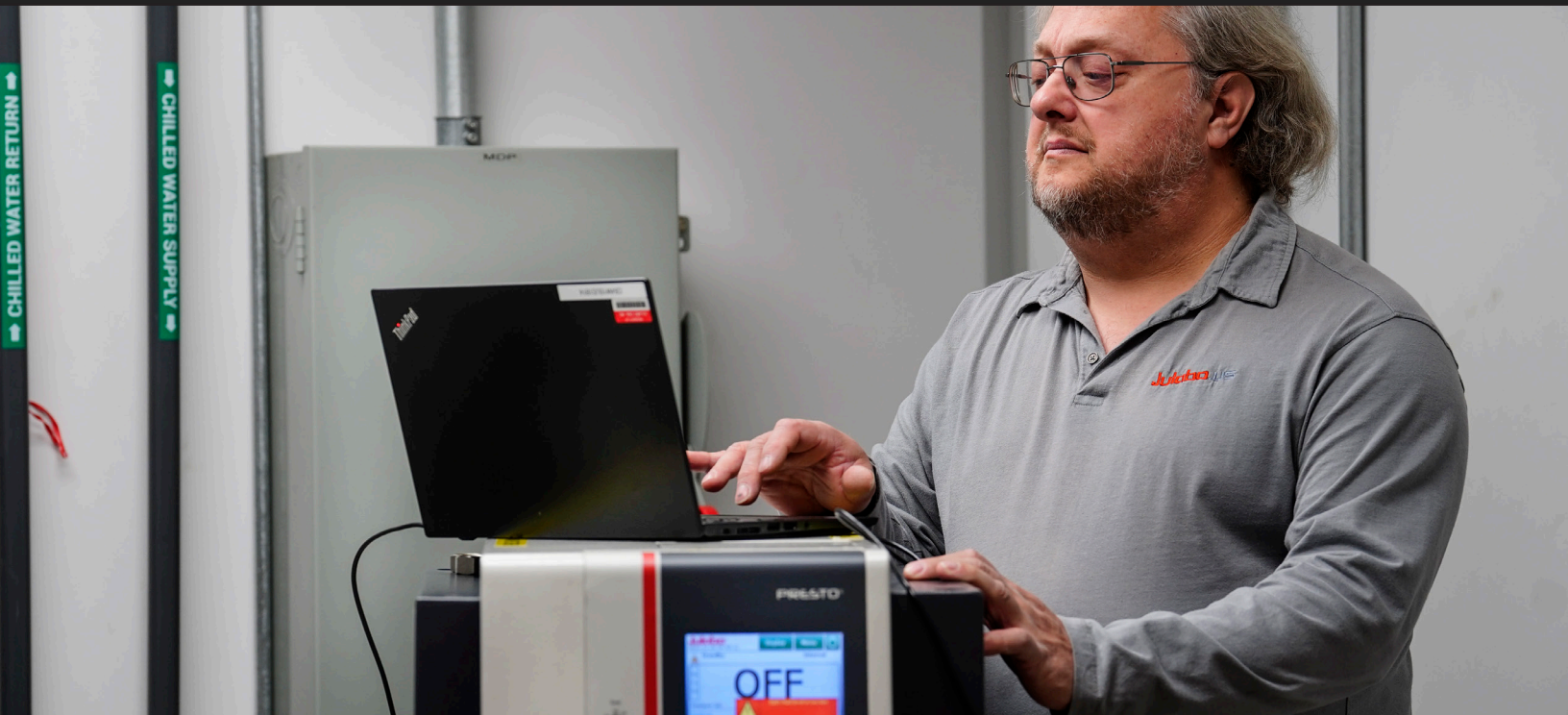


# Product Service and Support Guide



# Congratulations on your NEW JULABO unit.

Our technical experts are available to assist you with unboxing, set up, installation, training, and calibration of your new unit. We make the process easy, personal, convenient, and virtual using applications like Google Duo and Apple Facetime. If you haven't scheduled your vDelivery, do it now. You'll be so glad you did.



## Start now with vDelivery

Our free vDelivery service is a virtual consultation using well-known applications such as Apple Facetime and Google Duo. 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.

To schedule vDelivery, visit: [julabo.us/services/virtual-support](https://julabo.us/services/virtual-support)

# 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.



## Advanced Support

Get in-depth training on your JULABO equipment from a member of our expert service team, including support for your particular testing application. Available in one-hour virtual session.



## Virtual Installation Operator Training

Live and remote training and setup guidance for your JULABO equipment. VIOT offers customized instructions and face-to-face guidance without the travel budget.



## 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.



# JULABO Shield Extended Warranty



## Get Up to Six Years of Coverage

Lower your cost of ownership and extend the life of your JULABO equipment. JULABO Shield protects you from having to pay for repairs traditionally covered under warranty, including defects and malfunctioning parts. It also includes free shipping, labor, and priority service to get your JULABO back to you and in top working condition as soon as possible.

## JULABO Shield Includes:

- Replacement of malfunctioning parts
- Labor
- Shipping your JULABO to and from our service center
- Priority service for repairs
- Cleaning
- Calibration (includes Certificate)
- Software & firmware updates
- Proactive replacement of worn parts

## Choose Your Coverage

### JULABO Shield

JULABO Shield extended warranty provides similar coverage as our standard warranty, with the addition of a calibrated temperature certificate (if serviced within the extended warranty duration); you simply decide how long you want to extend your coverage after the initial two years. Choose from 1-year, 2-year, 3-year, or 4-year coverage.

### JULABO Shield Red

JULABO Red includes all the benefits of JULABO Shield plus travel for a technician to perform onsite maintenance up to twice a year.

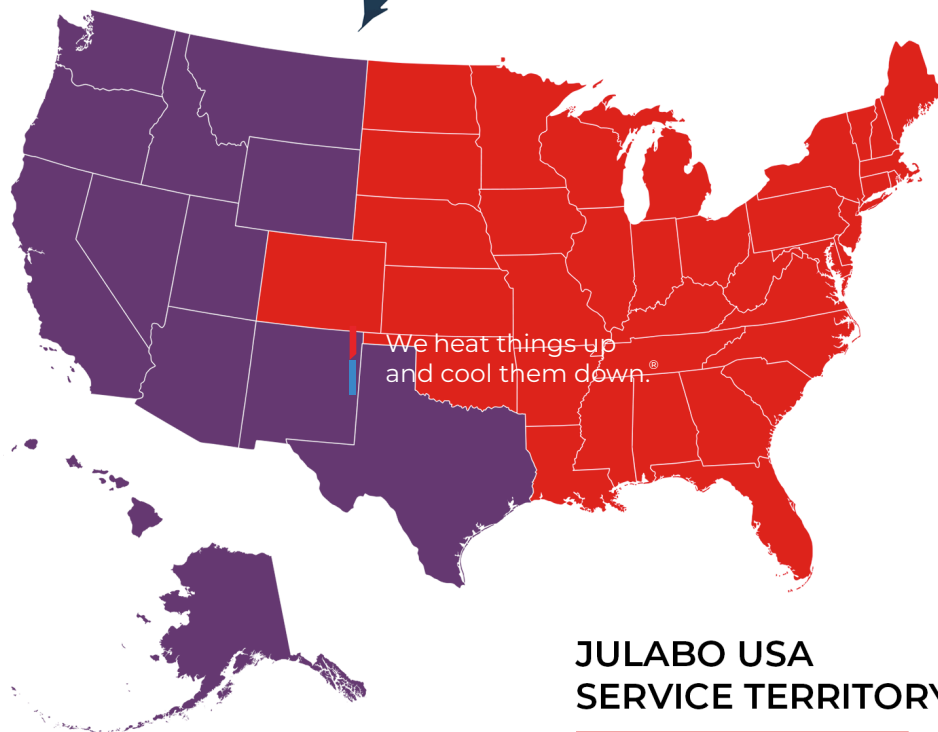
### JULABO Shield White Glove

JULABO Shield White Glove includes all the benefits of JULABO Shield. It also includes door-to-door pick-up and delivery of your JULABO unit for stress-free shipping and safe handling. This is a great choice for large JULABO units with casters that can be difficult to handle and expensive to ship.

# Service Territory Map



## CARMICHAEL ENGINEERING SERVICE TERRITORY



We heat things up  
and cool them down.®

## CHILLER CITY SERVICE TERRITORY



## JULABO USA SERVICE TERRITORY



[service@julabo.us](mailto:service@julabo.us)  
610-231-0250 option 3

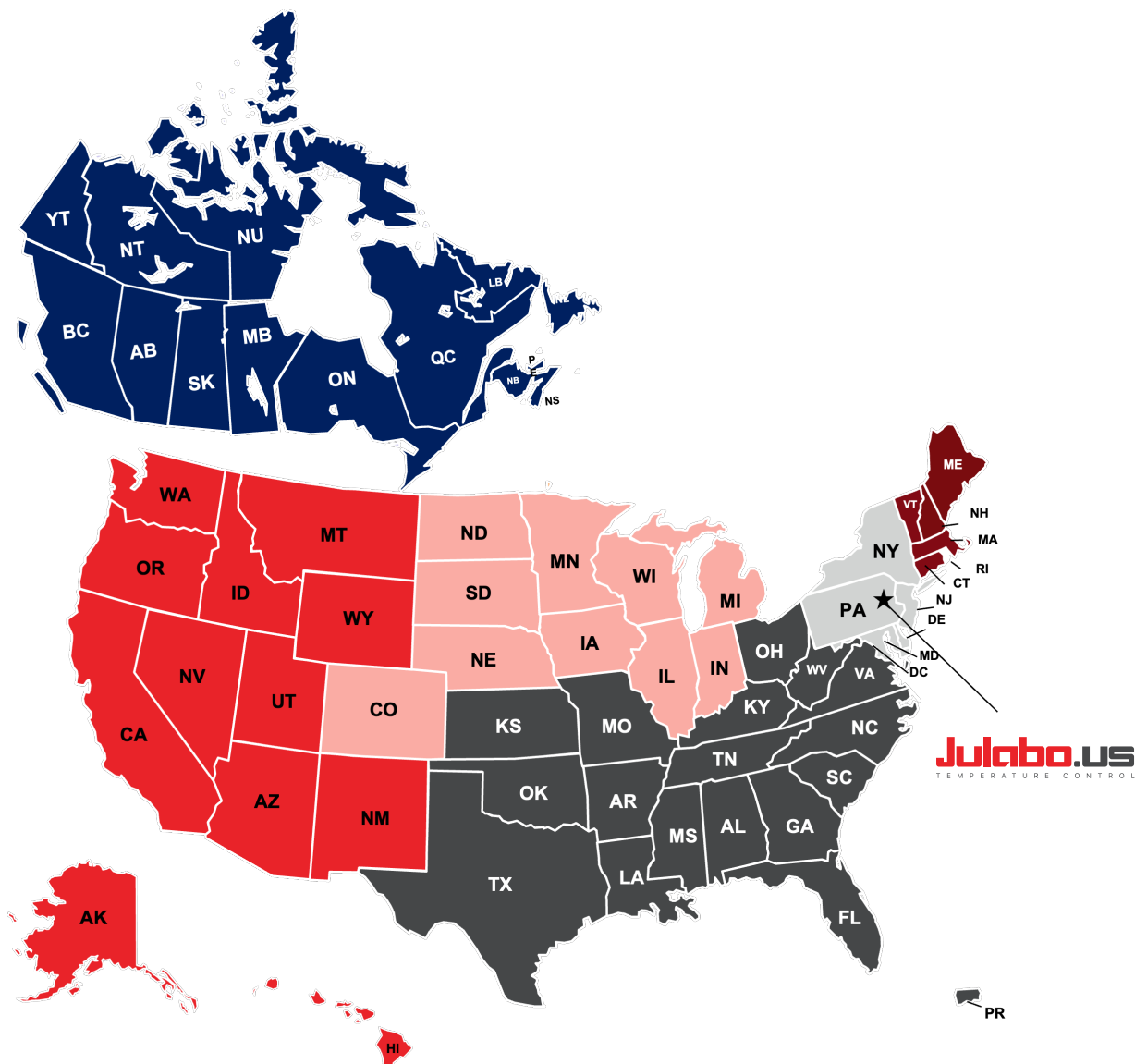
### EXTENDED HOURS

Monday - Friday 5pm - 8pm EST  
610-737-5726 (call or text)

### WEEKEND HOURS

Saturday: 12pm - 5pm EST  
Sunday: No extended service available  
610-737-5726 (call or text)

# USA and Canada Sales Territory



## Emily Sologuren, Sales Manager

emily.sologuren@julabo.us / 610-597-3231

### ● West USA

**Matt Gudac, Account Manager**

matt.gudac@julabo.us / 650-839-3059

### ● Great Lakes

**Michelle Sammarco – Account Manager**

michelle.sammarco@julabo.us / 484-523-0886

### ● East USA

**Lisa Sprenger, Account Manager**

lisa.sprenger@julabo.us / 845-612-5772

### ● Mid-Atlantic USA

**Marissa Webb – Account Manager**

marissa.webb@julabo.us / 610-714-0010

### ● Ross Notaroberto, Independent Sales Representative

rn@rossnotaroberto.com / 908-692-5916

### ● Marilyn Laporte – Preferred Distributor, JML Sciences

marilyn@jmlsciences.com / 514-809-5111

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