

Separation Science Service and Support



LECO
EMPOWERING RESULTS

Instrument Training

At time of installation, your LECO Service and Installation Engineer will provide you with a basic overview of how to operate your instrument and get started. However, LECO knows that the key to success in the lab with any new instrument is understanding how it works for you. Our Separation Science instrument training classes will show you how to use your new instrument to its full potential. We now offer a variety of training options to meet your schedule and comfort level.

On-Site Training at LECO

LECO on-site training classes are available several times a year at our headquarters in St. Joseph, Michigan. These 3-5 day courses include detailed software lessons, hands-on time with the instruments, and networking opportunities with other users. Travel expenses will be covered by the attendee. LECO covers all on-site transportation as well as meals.

Virtual Training

Virtual Training is ideal for customers who do not have the time or resources to attend one of our On-Site Training Classes. These live, interactive courses are conducted by LECO's training team via a web conferencing tool. Meeting times and topics can be arranged and customized to fit the attendee's schedule. This option is also ideal if you have multiple people from one lab or company that would like customized training.

LECOlearn Training Videos



LECOlearn allows for 24/7 access to organized training videos for our QuadJet and Pegasus series instruments so you can learn on your time, at your own pace. Videos are presented in course format by topic and designed to walk you through the natural progression of a typical training class. Access and re-watch any video, or any part of the video, at any time when you need clarity or review on a topic.

Topics include:

- Databases and File Management
- Methods and Acquisition
- Introduction to GCxGC
- Tuning and QC
- Deconvolution and Quantitation
- Service Videos

Additional Pegasus GC-HRT⁺ and Pegasus GC-HRT⁺ 4D Training

In addition to the basic overview at the time of installation, Pegasus HRT customers will receive personalized training by a LECO Separation Science instructor at the customer's laboratory and in-depth training conducted at LECO Headquarters in Saint Joseph, Michigan. Additional application training by a LECO Chemist at the customer's laboratory is available for purchase.



Service Calls

Much like an automobile, routine checks and maintenance need to be performed regularly on your laboratory instrumentation to keep them in peak operating condition. LECO's trained service specialists can handle anything your instrument may experience.

- **Preventive Maintenance:** Preventive maintenance visits are recommended annually to help prevent unexpected downtime and associated costs
- **Instrument Relocation:** Instrument relocations can be handled by our experienced professionals to save you the hassle of trying to move your equipment
- **Repair Visit:** Should your instrument need repairs, LECO's service specialists can get your lab up and running again

Notes:

- Preventive Maintenance visits conducted outside the contiguous United States will incur additional travel expenses.
- Replacement parts and labor that may be necessary to repair an instrument are not included in the cost of a service call.
- If you want to handle your own annual preventive maintenance, the following kits will include all of the necessary consumables.

Part Numbers	
KIT PMA PEG BT STANDARD	104-199
KIT PMA PEG BT EXTENDED	104-201
KIT PMA PEG HT-C/4DC STANDARD	104-197
KIT PMA PEG HT-C/4DC EXTENDED	104-198

~~Smart~~Line[®] Remote Diagnostics

LECO's convenient internet-based SmartLine Remote Diagnostics system provides you with our fastest service solution yet for getting the answers you need—saving you time and money.

SmartLine provides you with an on-line support connection between your instrument and LECO's Global Support Center, allowing trained service specialists to remotely operate your instrument as if they were right there with you—allowing you to maximize productivity by reducing on-site service calls. LECO service specialists can quickly perform basic diagnostic tests on your instrument, putting us on the same page as you—creating a better flow of communication for quicker, targeted solutions.

Installation Qualification and Operational Qualification

Installation Qualification (IQ) and Operational Qualification (OQ) ensures your instrumentation and software are installed correctly as well as functions according to LECO's specifications. This procedure also confirms that all functionality operates as intended by LECO. The OQ service uses chemical standards supplied by LECO for system validation to ensure accuracy and precision of the installed system. The results of the IQ/OQ are fully documented.

IQ/OQ is performed on-site by a certified LECO service engineer, specially trained to validate LECO instrumentation. At the end of the IQ and OQ, documentation, including testing data, forms, and copies of the protocols used during the qualification procedures, are left at the customer site.

Annual OQs can be performed by a LECO service engineer

Part Numbers	
PEGASUS HT/HT-C and 4D	709-809-695-HAZ
PEGASUS BT/BT4D	709-809-870-HAZ
PEGASUS HRT ⁺ /HRT ⁺ 4D	709-809-867-HAZ

Maintenance Plans

When you purchase a LECO product, it marks the beginning of a partnership that lasts the lifetime of your instrument and beyond. In order to help you achieve the best possible results on your instrument, LECO offers a variety of maintenance plans that package together our service and support offerings all supported by LECO's highly specialized service force that is trained to provide the highest level of quality service.

Benefits of a Maintenance Plan

Maintenance plans are a great way to secure ongoing support. Service records show instruments covered under maintenance plans last longer, tend to have less downtime, and perform better overall.

- Ability to budget the cost of operation for a pre-determined time in the future
- No concerns about unexpected repairs or maintenance costs
- No hassle waiting for a purchase order when service is needed
- No delays on the approval process to initiate the repairs
- Quick response time
- Preventive maintenance included

Maintenance Plan Comparison

	Bronze	Silver	Gold	Platinum
Service Call - Annual Preventive Maintenance	Fully covered	Fully covered	Fully covered	Fully covered
Service Call - Instrument Relocation	No discount	5% labor discount	10% labor discount	25% labor discount
Service Call - Repair Visit Labor	No discount	5% discount	1 free repair visit and 10% discount for additional repair visits	Unlimited free repair visits
Service Call - Repair Visit Parts	No discount	No discount	Parts included for first repair visit only	Unlimited free repair visits
SmartLine Remote Diagnostics/Troubleshooting	None	5 Hours	10 Hours	Unlimited
Installation Qualification/Operational Qualification	No discount	No discount	\$1,000 discount	\$2,500 discount

Maintenance plans are offered in increments of one year.

LECO, Pegasus, and SmartLine are trademarks of LECO Corporation.

3000 Lakeview Avenue | St. Joseph, MI 49085 | 800-292-6141 | Phone: 269-985-5496
 info@leco.com | www.leco.com | ISO-9001:2015 Certified | LECO is a registered trademark of LECO Corporation.

LECO Corporation



EMPOWERING RESULTS

© 2023 LECO Corporation