



Biochrom Ltd  
Certificate No. 890333

# 2011

# TRAINING COURSES

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## BIOCHROM SUPPORT TEAM

### **SALES AND MARKETING DIRECTOR:**

**Jo Butlin**

Responsible for sales, marketing and support of Biochrom products worldwide

Direct phone: +44 (0)1223 427811

E-mail: [jo.butlin@biochrom.co.uk](mailto:jo.butlin@biochrom.co.uk)

### **CUSTOMER SUPPORT MANAGER**

**Louise Stonebridge**

Responsible for all aspects of service and customer support.

Direct phone: +44 (0)1223 427821

E-mail: [louise.stonebridge@biochrom.co.uk](mailto:louise.stonebridge@biochrom.co.uk)

### **TECHNICAL SUPPORT MANAGER Spectrophotometry:**

**Louise Stonebridge**

Responsible for training, service documentation, field support, technical support.

Direct phone: +44 (0)1223 427833

E-mail: [louise.stonebridge@biochrom.co.uk](mailto:louise.stonebridge@biochrom.co.uk)

### **TECHNICAL SUPPORT ENGINEER Microplate Readers & Washers:**

**Reece Gale**

Responsible for training, service documentation, field support, technical support.

Direct phone: +44 (0)1223 427862

E-mail: [reece.gale@biochrom.co.uk](mailto:reece.gale@biochrom.co.uk)

### **TECHNICAL SUPPORT MANAGER AAA:**

**Malcolm Jones**

Responsible for AAA training, service documentation, field support, technical support.

Direct phone: +44 (0)1223 427823

E-mail: [malcolm.jones@biochrom.co.uk](mailto:malcolm.jones@biochrom.co.uk)

### **APPLICATIONS LABORATORY MANAGER:**

**Jean Philippe Veysier**

Responsible for AAA User training and pre and post sales applications support for AAA products.

Direct Phone: +44(0)1223 427815

E-mail: [jean-philippe.veysier@biochrom.co.uk](mailto:jean-philippe.veysier@biochrom.co.uk)

### **E-MAIL SUPPORT:**

For all support enquiries please contact us at the e-mail address listed below:  
[support@biochrom.co.uk](mailto:support@biochrom.co.uk) (for instrument support, service and applications)

**SUPPORT HOTLINE +44 (0)1223 427890**

## **TRAINING AND SUPPORT INFORMATION**

### **INTRODUCTION**

During 2011, we will be offering user training courses, service training courses and product specialist training courses for our Amino Acid Analysers and individual service training courses for our different ranges of spectrophotometers.

This document is designed to provide all the information you may require on the various courses.

Biochrom takes training very seriously and it is our aim to ensure a high level of customer satisfaction through excellent post sales support.

Our service engineer training courses are free of charge for all instruments which are still within their support period.

### **REGIONAL TRAINING**

The Instrument Support Team will be happy to provide regional (local) training if required, as this may be more cost effective for organisations with large service operations. Please contact us for more details

### **NEW PRODUCT TRAINING**

New product introduction training will also be available free of charge.

## ULTROSPEC, NOVASPEC GENEQUANT AND NANOVUE SPECTROPHOTOMETERS

### Service Training

These 5 day service training courses cover basic theory and an introduction to the instruments within the support period (GeneQuant curvy, GeneQuant pro curvy, Ultrspec500/1100pro) and the current product range (GeneQuant 100, GeneQuant 1300, NanoVue, the Novaspec III and Novaspec Plus and the Ultrospecs 2100*pro*, 3100*pro*, 3300*pro* PTR, 4300*pro* PTR, 5300*pro* and 6300*pro*). New instruments will be added as they become available.

The Calibration Software and NPL-traceable Filter Kit 80-2116-67 for UV/Vis instruments and the Calibration Filter Kit for the GeneQuant*pro* 80-2109-88 are available as optional extras to delegates attending either course. The filter kits allow you to test the calibration of all of our spectrophotometers or the GeneQuant*pro* and print out a certificate of the test results for audit purposes .

It is advisable that you purchase the filter kits prior to the training if you do not already have them.

The dates for these courses are as follows:

**16<sup>th</sup> - 20<sup>th</sup> May (Instruments 16<sup>th</sup> -19<sup>th</sup> , 20<sup>th</sup> is IQ/OQ training)**

**21<sup>st</sup> -25<sup>th</sup> November (Instruments 21<sup>st</sup> – 24<sup>th</sup> and 25<sup>th</sup> November is IQ/OQ training)**

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

#### **Note:**

**If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company**

For pre-registration for 2011 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## LIBRA SPECTROPHOTOMETERS

### Service Training

These courses cover all the Libra range of spectrophotometers, accessories and software packages. One of the key aspects will be performance verification of the system following repair and filter kits are highly recommended. The filter kits allow you to test the calibration of all of our spectrophotometers and print out a certificate of the test results for audit purposes.

If you require a set of calibration filters then please advise when booking the training course.

The dates for these courses are as follows:

**7<sup>th</sup> – 9<sup>th</sup> March**

**15<sup>th</sup> – 17<sup>th</sup> August**

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

**Note:**

**If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company**

For pre-registration for 2011 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## ASYS Plate Readers & Washers

### Service Training

These courses cover all the ASYS range of Plate Readers & Washers, accessories and software packages.

One of the key aspects will be performance verification of the system following repair and filter plates are highly recommended. The filter plates allow you to test the calibration of all of our readers and print out a certificate of the test results for audit purposes.

If you require a set of calibration plates then please advise when booking the training course. Should you already have a set of calibration plates please bring them with you and we will recalibrate them while you are with us.

The dates for these courses are as follows:

**22<sup>nd</sup> – 23<sup>rd</sup> March**

**11<sup>th</sup> – 12<sup>th</sup> October**

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

**Note:**

**If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company**

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## Anthos Plate Readers & Washers

### Service Training

These courses cover all the Anthos range of Plate Readers & Washers, accessories and software packages.

One of the key aspects will be performance verification of the system following repair and filter plates are highly recommended. The filter plates allow you to test the calibration of all of our readers and print out a certificate of the test results for audit purposes.

If you require a set of calibration plates then please advise when booking the training course. Should you already have a set of calibration plates please bring them with you and we will recalibrate them while you are with us.

The dates for these courses are as follows:

**24<sup>th</sup> – 25<sup>th</sup> March**

**13<sup>th</sup> – 14<sup>th</sup> October**

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

**Note:**

**If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company**

For pre-registration for 2011 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## WPA SPECTROPHOTOMETERS

### Service Training

These courses cover all the WPA range of spectrophotometers, accessories and software packages. One of the key aspects will be performance verification of the system following repair and filter kits are highly recommended. The filter kits allow you to test the calibration of all of our spectrophotometers and print out a certificate of the test results for audit purposes.

If you require a set of calibration filters then please advise when booking the training course.

The dates for these courses are as follows:

**10<sup>th</sup> – 11<sup>th</sup> March**

**18<sup>th</sup> – 19<sup>th</sup> August**

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

**Note:**

**If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company**

For pre-registration for 2011 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## AMINO ACID ANALYSERS

### Service Training

Service training courses provide a total introduction to the Biochrom 30 and the Biochrom 30 Plus Amino Acid Analysers plus the EZChrom Elite software package.

Topics covered will include instrument operation, control software, basic EZChrom Elite and fault finding and repair. The fourth day of the course will be for Autosampler training

The dates for these courses are as follows:

**14<sup>th</sup> March – 17<sup>th</sup> March**

**24<sup>th</sup> October – 27<sup>th</sup> October**

Should you require extra days or specific training, this will be charged at £250 + VAT per day.

Courses can also be arranged on different dates if required. Please contact us well in advance to organise an extra course.

#### Notes:

**If you have registered for a training course and find that you are unable to attend we would appreciate it if you could inform us as soon as possible so that we can cancel hotel reservations etc. Any costs incurred because of a late cancellation will be invoiced to your company**

**Courses will be cancelled if no delegates are registered three weeks before the course.**

For pre-registration for 2011 Service Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## PRODUCT SPECIALIST TRAINING

### AMINO ACID ANALYSIS PRODUCT SPECIALIST TRAINING

This course will provide the product specialist with all information necessary to sell and support the AAA range. Course will be tailored depending on those attending.

The dates for these courses are as follows:

**9<sup>th</sup> – 10<sup>th</sup> May**

**1<sup>st</sup> – 2<sup>nd</sup> November**

For registration for 2011 Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, Biochrom Ltd.

## AMINO ACID ANALYSER USER TRAINING

The user courses are aimed at analysts who use an amino acid analyser in their own workplace. Courses should be taken following installation and on-site training, or as an introduction to the system for new users.

The courses provide a theoretical introduction to amino acid analysis and daily operating and maintenance procedures. Chemical systems and sample preparation are discussed in detail as are the other parameters which affect the instrument's performance. Simple trouble-shooting and fault-finding exercises are also a valuable part of the course

Training on the system software and integration software is included and it is assumed that the analyst is competent working within the Windows environment. If this is not the case then it is recommended that the user attend a Windows training course before coming to Biochrom.

The duration of the course is 3 days in total starting at Monday lunchtime and finishing at Thursday lunchtime

**Note:** All delegates are advised to bring their own laboratory coats with them.

The dates for these courses are as follows:

**1<sup>st</sup> – 4<sup>th</sup> March**

**6<sup>th</sup> – 9<sup>th</sup> June**

**7<sup>th</sup> – 10<sup>th</sup> November**

Three day course fee £1,100.00

These fees are per person, per course. This includes tuition, course material, and lunches.

The course fees do not include accommodation, breakfast or evening meals, travel from and to airport.

Travel from hotel to Biochrom Ltd and back is included.

Tailored Customer Training/Regional Training                      £600 per day + Expenses

For pre-registration for this course, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## IQQQ TRAINING for AUTHORISED SERVICE ENGINEERS

In order to carry out IQ/OQ on an instrument Service Engineers **must** have been trained and authorised by Biochrom. Engineers who have been trained will receive a numbered certificate which must be recorded in the IQ/OQ documentation.

Under no circumstances will Biochrom issue certificates to engineers who have not received the correct training.

### **Spectrophotometry**

The Spectrophotometers IQQQ course will last one day.

Fixed dates for these are indicated on the registration page at the end of this document.

AAA, Two day course fee £600 +VAT.

Spectrophotometer courses are free on the fixed dates. Dates outside this would be charged at £350 +VAT.

These fees are per person, per course. This includes tuition, course material and lunches.

In order to carry out an IQQQ procedure on the spectrophotometers, certified reference standards are required. These are not included in the course fees. Standards will be available for use during the course only. Each engineer must then obtain their own set of standards in order to carry out customer IQQQ validations. For more information on these please contact Biochrom support, [support@biochrom.co.uk](mailto:support@biochrom.co.uk).

The course fees do not include accommodation, breakfast or evening meals, travel from and to airport.

Travel from hotel to Biochrom Ltd and back is included.

Should you require extra days or specific training, this will be charged at £300 + VAT per day.

### **Amino Acid Analysers**

There are no fixed dates for the AAA IQQQ course as the requirement for this is small. Should you have a requirement for AAA IQ/OQ training we will arrange a specific course for you which will last two days and the fee for this course will be £600 + VAT

For pre-registration for 2011 Training Courses, please photocopy the Telefax form on page 14 of this document, complete and return to Louise Stonebridge, at Biochrom Ltd.

## TELEFAX/E-Mail

To: Louise Stonebridge      Company: Biochrom Ltd  
 Fax No: + 44 (0)1223 427857      Direct phone: +44 (0)1223 427833  
 E-Mail      louise.stonebridge@biochrom.co.uk

## *2011 Training Course Pre-Registration Form*

### Your details

<b>Delegate Name:</b>	
<b>Company</b>	
<b>Telephone no</b>	
<b>e-mail address</b>	

### Course details

Please tick where appropriate:

Course	Dates	
Ultrospec Spectrophotometer Service	16 <sup>th</sup> -20 <sup>th</sup> May <input type="checkbox"/>	21 <sup>st</sup> – 24 <sup>th</sup> November <input type="checkbox"/>
Libra Spectrophotometer Service	7 <sup>th</sup> – 9 <sup>st</sup> March <input type="checkbox"/>	15 <sup>th</sup> – 17 <sup>th</sup> August <input type="checkbox"/>
WPA Spectrophotometer Service	10 <sup>th</sup> – 11 <sup>th</sup> March <input type="checkbox"/>	18 <sup>th</sup> – 19 <sup>th</sup> August <input type="checkbox"/>
ASYS Plate Readers & Washers	22 <sup>nd</sup> – 23 <sup>rd</sup> March <input type="checkbox"/>	11 <sup>th</sup> –12 <sup>th</sup> October <input type="checkbox"/>
Anthos Plate Readers & Washers	24 <sup>th</sup> – 25 <sup>th</sup> March <input type="checkbox"/>	13 <sup>th</sup> –14 <sup>th</sup> October <input type="checkbox"/>
Amino Acid Analyser Service	14 <sup>th</sup> – 17 <sup>th</sup> March <input type="checkbox"/>	24 <sup>th</sup> – 27 <sup>th</sup> October <input type="checkbox"/>
Amino Acid Analyser User	1 <sup>st</sup> – 4 <sup>th</sup> March <input type="checkbox"/>	6 <sup>th</sup> – 9 <sup>th</sup> June <input type="checkbox"/>
	7 <sup>th</sup> – 10 <sup>th</sup> November <input type="checkbox"/>	
Amino Acid Analyser Product Specialist	9 <sup>th</sup> – 10 <sup>th</sup> May <input type="checkbox"/>	1 <sup>st</sup> – 2 <sup>nd</sup> November <input type="checkbox"/>
IQQQ Libra	9 <sup>th</sup> March <input type="checkbox"/>	17 <sup>th</sup> August <input type="checkbox"/>
IQQQ Ultrospec	20 <sup>th</sup> May <input type="checkbox"/>	25 <sup>th</sup> November <input type="checkbox"/>

### Comments

Please enter any additional comments or questions here

e.g. other attendee's details