

A reliable partner for all Swan products

The Swan customer service is your contact for all after-sales support. Our skilled team of engineers takes care of your requests to make sure your Swan equipment works efficiently.



Product Installation

- Complete installation and calibration by a Swan factory-trained technician according to the manufacturer's specification.
- Supply of all required documents (i.e. calibration certificates) for future reference.

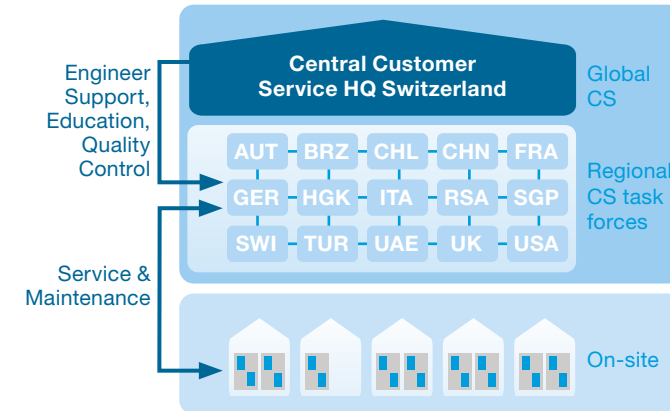


Service Agreements & Maintenance

- On-demand service visits which can include spare parts & consumables.
- Regularly scheduled required maintenance to keep all your analyzers running smoothly.
- Supply of genuine Swan sensors, reagents and parts to ensure optimal performance and warranty compliance.
- Send-in service in regional Swan workshops for repairs and maintenance.

Find your regional Swan customer service contact at www.swan.ch or check out our maintenance videos at www.youtube.com/swananalyticalinstruments.

Swan Customer Service Organization



Our customer service task forces are organized per region and operate independently to guarantee short response times. They are backed up by the central customer service headquarters so that you can always expect the best support possible.



Helpdesk Assistance

- Trouble-shoot support for minor issues.
- Remote assistance for installation and adjustments of instrument settings.



Product Trainings

- Detailed know-how transfer for profound understanding of your Swan instrumentation, led by our experienced CS engineers, who teach the proper handling and maintenance of the instruments.
- Custom-tailored according to your demands: for small or large groups, new or proficient users and in your local language.
- Feasible in a local classroom or a hands-on setting on-site, at a regional Swan subsidiary or at the headquarters in Switzerland.