



Service & Maintenance

Your work is vital and unexpected downtime is disruptive. Our goal is to help you eliminate downtime through rapid service response and tailor-made preventative maintenance plans.



Technical Customer Support

Professional assistance for your Scitek product is just a phone call away. Our dedicated team of technical experts are at hand to answer your questions, over the phone, or in person, whether it is a general inquiry or a complex problem.



Service Administration

Our powerful Enterprise Resource Management System and Service Administration Module ensure adequate spare part availability and shortest possible repair turnaround times. We keep detailed records of all work performed and provide you with service reports for every job completed.



Service Quality

Experience is important and our engineers are all factory trained to ensure your service is completed to manufacturer standards, using only genuine manufacturer parts and tools.





Our Services

Calibration Services

Monitoring and regular calibration of test equipment is a basic requirement of quality management systems such as DIN EN ISO 9001 or QS 9000. Generally it is required for calibrations to be based on references, which are traceable to national standards. Regular calibration of your instrument will ensure known deviation to calibration standards, hence, controlled quality over time.

Scitek performs local vacuum gauge calibrations in the range from 1,100 mbar to 0.0001 mbar (absolute). We issue calibration certificates according to ISO 3567.

We also offer calibration of mass flow meters and mass flow controllers in the range of 100 SLPM to 0.5 SCCM. Calibrations are done using NIST traceable reference standards.

Equipment Performance Certificates and Service Warranty

We issue test performance certificates for every service we do. Scitek offers six month warranty for all equipment serviced. Turbo pumps repaired and serviced, which successfully pass our vibration test system, are covered by our market-leading 12 months new-pump warranty.

Equipment Validation

In response to increasing demands we are offering equipment validation services for Scitek products used in production. A performance verification certificate is issued for each product audited by our Engineers. In many cases Scitek Engineers can also validate equipment made by brands we do not represent. All reference tools Scitek Engineers use are traceable to national standards.

Equipment Health Checks

Our Equipment Health Checks offer entry-level performance inspections and can be performed either at your facilities or in our workshop. You receive a snapshot of the current equipment performance as well as suggestions for future care and service plans.

Service Agreements

Our Engineering team will spend time with you to identify your service needs to develop a Service Agreement that fits into your schedule and offers a balance between economy and reliability.



Our Services

Scitek One-On-One Training

Book time with our experienced Engineers and Application Scientist to get in depth training on your purchase. You can discuss any questions you might have such as:

- Technology theory
- Application know how
- Equipment settings and programming
- Understanding process results, or simply get assistance with documentation

Emergency Support

Scitek service contract customers can enjoy Scitek emergency response 24 hours per day, seven days a week.

Factory Exchange and Repairs

When time is extremely critical we can offer factory exchange units from a number of our suppliers.



Our Unique Service Equipment

Scitek Service Engineers are factory trained and only use genuine parts and tools to ensure your equipment is serviced to the highest standard.



Turbo Pump Vibration Measurement Test

As the first Pfeiffer Vacuum distributor globally, we offer factory compliant turbo pump vibration tests performed on an original Pfeiffer Vacuum vibration test system.

This test allows early detection of potential pump issues, such as bearing wear, incorrect bearing position, incorrect bearing angles, rotor imbalance or early rotor damage which are vital for best possible pump life.

Your pump will be tested before and after each Scitek service or repair is performed. A successful vibration test qualifies your pump for 12 months warranty on the work done.



Vacuum Gauge Calibration System

Scitek operates a DAkkS (German accreditation body) traceable vacuum calibration system. We are able to perform DAkkS traceable calibrations in the range from 1,100 mbar to 0.0001 mbar (absolute) and issue calibration certificates according to ISO 3567. Our service is available for most brands and models of gauges, controllers and displays. Our calibration service includes initial function tests and, where required, gauge clean and service.



Mass Flow Calibration System

We use a NIST traceable mass flow calibration system to calibrate mass flow meters and mass flow controllers in the range from 100 SLPM to 0.5 SCCM. Larger flow rates can easily be accommodated upon request. Calibrations can be done for a wide range of gases.

