



Serve



POWDER SYSTEMS LIMITED

SPARES, SERVICE AND CUSTOMER CARE FROM PSL

ANNUAL MAINTENANCE CONTRACTS
EMERGENCY CALL OUT
CUSTOMER CARE



OUR DEDICATED CUSTOMER CARE EXPERTS DELIVER A WORLDWIDE SERVICE YOU CAN DEPEND ON.

PSL Serve is our dedicated customer care team, offering equipment spares and various service options. PSL's Serve team provide total support for your filtration, drying or high containment systems worldwide including Annual Maintenance Contracts and emergency call out service contracts.

Our service engineers will maintain, validate and upgrade your equipment, ensuring that every installation continues to meet industry regulations and ensure that your personnel, products and business are protected.

Our dedicated in-house service team will provide any assistance required, from quotations to customer queries.



Serving our customers since 1989

CUSTOMER CARE AND SUPPORT



PSL support is available at all times thanks to our global office presence and will assist you with any requirements that you may have.

Spares

PSL Serve will ensure that your equipment remains in peak condition with the supply of quality approved spare parts.

Every spare part supplied complies with industry regulations and PSL's Quality Assurance testing and validation requirements. PSL holds stock of consumable spares for quick delivery.

A detailed quotation is provided with all equipment that is shipped from PSL. This highlights critical, consumable and recommended maintenance spare parts.

Upgrades

- > Assessment of installed machinery
- > Retrofitting of existing equipment
- > Revalidation and commissioning

ON-SITE ANNUAL MAINTENANCE



PSL provides Annual Maintenance Contracts to ensure that equipment continues to perform optimally at all times.

Services offered range from our standard level, which comprises of: provision of labour and equipment inspection through to our comprehensive level, which can include all parts and labour if desired, for PSL to provide you with a trouble free maintenance schedule.

PSL will accommodate your production schedules to undertake annual maintenance, enabling you to control site activities effectively.

Emergency Cover Breakdown

PSL's service team can provide peace of mind cover, which quickly resolves any breakdown situation and gets your equipment back up and running, thus minimizing downtime along with loss of production.

IQ/OQ EQUIPMENT PACKAGES



- > Generation of Documentation and Protocols
- > On-site execution of protocols by highly specialised PSL engineers
- > To verify that all new equipment has been installed correctly and complies with all Operational Qualification requirements
- > Site Personnel training is available, to ensure the safety of all users. This also provides the necessary knowledge for operation and maintenance personnel to operate the equipment in a correct and safe manner.

Operator Exposure Limit (OEL) verification

PSL utilises the OEL testing protocol of ISPE. Following the ISPE: Good Practice Guide Assessing the Particulate Containment Performance of Pharmaceutical Equipment.

The testing is monitored by a 3rd Party IH Specialist testing company who collects and tests the samples at their facility. A full report is published by the 3rd party and provided to our clients.



Serve

Our dedicated customer care experts are at your service.

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SPARES, SERVICE AND CUSTOMER CARE FROM PSL

PSL is an award winning international manufacturer providing quality innovative technology with process development expertise to the pharmaceutical, biopharmaceutical, chemical and laboratory industries since 1989.

PSL products range from R&D and lab scale development up to large scale commercial production.



GFD® range



Microsphere
Formulation



Tray Dryers



Nutsche Agitated
Filter Dryers



High Containment Glovebox
and Sterile Isolator



◦ Quality ◦ Innovation ◦ Global Relationships

Serving our customers since 1989



OUR GLOBAL OFFICE BASE

PSL's established supply chain management ensures all components, sourced from across the globe, are of the highest quality and value. This enables market savings to be passed directly onto our customers.

We continue to increase our number of global offices, agents and distributors to aid the smooth distribution of equipment to any part of the world.

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