

Per Incident Support/Service

About The Service

Prompt diagnostic and technical support for incident management and resolution by skilled experts. It includes the inspection as well as remediation of issues, via remote diagnostic support as well as on-field support, as required.



What's Included



Remote Diagnostics Support

An instant remote diagnostic support is available, wherein a dedicated team of remote technicians provides telephonic guidance and pre-diagnoses issues to initiate an adequate response, in case an in-person visit is required.



Required Upgrades

Software and hardware upgrades enhances the overall system performance. The service is available for the latest hardware and software upgrades for instruments that are already in use. All upgrades that come at an additional cost from manufacturer, needs to be procured by customer.



Repair Solutions

End-to-end repair solutions are provided which includes a diagnostic service call, which reports an incident. Each defect reported is recorded as a separate incident and any additional aspects addressed are considered independently.



IGB Guarantees



Expert Support

Our remote diagnostic team as well as on-field response team comprise of trained engineers and skilled technicians that have subject-matter expertise and are qualified to handle the incident in the best way possible. We come with a service experience of 20+ years dedicated to providing exemplary support.



Timely Action

Every instrument service request is treated as a priority. We strive to shorten the response time for every reported issue—while maintaining the quality of service at all times. As soon as a ticket is raised and recorded, the remote diagnostic support team and on-field engineers work in tandem to restore it at the earliest.



Maximum Availability

Apart from a quick email response, we have dedicated helplines to handle issues across every region we operate in. Our remote diagnostic support team, as well as field team, operate during the respective standard business hours of each location to resolve queries and respond to incident reports proactively and promptly.

Toll Free Numbers:

 UAE: 800-4425433 / KSA: 800-4400200

For any other general enquiry,
please email us:

 service@igbiosystems.com