

Loaner Program for Cianflone Scientific

Thank you for reaching out to us. We're delighted to inform you about the Cianflone Loaner Program, designed to ensure minimal disruption to your operations while your unit undergoes calibration or service in our lab.

What is the Cianflone Scientific Loaner Program?

The Cianflone Loaner Program offers you the convenience of a temporary replacement unit. Whether your equipment is undergoing routine maintenance, calibration, or repair, we understand the importance of continuity in your operations.

How Does it Work?

1. **Contact Us:** Reach out to our dedicated support team to initiate the loaner request process. You can do this by phone or by email service@cianflone.com
2. **Loaner Unit Allocation:** We will try to promptly allocate a Cianflone loaner that aligns with your needs which is dependent on our loaner inventory. Our loaner units are in high demand, and we meticulously maintained and calibrated all loaner units to ensure optimal performance.
3. **Delivery:** We will arrange to have the loaner unit shipped to your location. Shipping costs will be added to the final repair costs.
4. **Usage:** Utilize the loaner unit seamlessly in your operations while your own equipment is in our calibration/service lab. If there is an issue setting up the loaner, our service department is here to help facilitate the set-up process.
5. **Cost:** The cost of the Cianflone Loaner Program is four thousand dollars (**\$4000.**) for the first month, commencing at the time of customer's receipt of loaner unit at customer's designated location and ending on date when return loaner shipment commences. (Tracking number will be provided by the customer to help facilitate return.)

A loaner service fee will be charged at one thousand, two hundred and fifty dollars (**\$1,250.**) as a weekly rate commencing one month from date of

delivery unless customer's machine has not been returned with the initial month period.

Consecutive multiple machine service, requiring a loaner, has a different fee schedule; please inquire.

****Service with a retro-fit to a Portaspec XRST or Series X are exempt from loaner fees.

Why Choose the Cianflone Loaner Program?

- **Minimize Downtime:** Keep your operations running smoothly with minimal interruption.
- **Quality Assurance:** Our loaner units are maintained to the highest standards to ensure reliability and accuracy.
- **Customer-Centric Approach:** We prioritize your satisfaction and will schedule a loaner as soon as available to fit your production needs.
- **Multiple Machines to Be Serviced:** Please inquire as to how we can help facilitate sequential services with one loaner.

Get in Touch:

To learn more about the Cianflone Scientific Loaner Program or to request a loaner unit, please contact our support team at www.service@cianflone.com

Thank you for choosing Cianflone Scientific. We look forward to serving you and ensuring your testing needs are met with efficiency and excellence.

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