

# 合同 Contract

合同编号/Contract No: 2025CGY0171SK14

日期/Date: 2024年9月19日

卖方: 锡禾实业(香港)有限公司(以下简称“卖方”)

**The Seller: XIHE INDUSTRY(HONG KONG) LIMITED**

(hereinafter referred to as the “Seller”)

地址/Address: 香港九龍尖沙咀廣東道17號海港城環球金融中心南座13A樓05-15室/Rooms 05-15,13A/F., South Tower,World Finance Centre,Harbour City,17 Canton Road,Tsim Sha Tsui,Kowloon,Hong Kong

电话/TEL: 18651811777 E-mail: 18651811777@163.com

买方: 上海市机械设备成套(集团)有限公司(以下简称“买方”)

**The Buyer: Shanghai Machinery Complete Equipment (Group) Corp. LTD.**

(hereinafter referred to as the “Buyer”)

地址/Address: 上海市普陀区长寿路285号恒达大厦19楼/19F No.285 CHANGSHOU ROAD, SHANGHAI P.R.C

电话/TEL: 021-32557330 E-mail: bill@smcec.com.cn

最终用户: 上海科技大学(以下简称“最终用户”)

**The End User: ShanghaiTech University**

(hereinafter referred to as the “End User”)

地址/Address: 上海市浦东新区华夏中路393号/No. 393, Middle Huaxia Road, Pudong New District, Shanghai, P.R.C

电话/TEL: 021-20685697

E-mail: lihe@shanghaitech.edu.cn

本合同由买卖双方订立, 根据本合同规定的条款, 买方同意购买且卖方同意出售下列商品:

This Contract is made by the Buyer and the Seller; whereby the Buyer agrees to buy and the Seller agrees to sell the under mentioned goods according to the terms and conditions stipulated below:

## 1. 货物及价格/Goods & Price:

序号/ No.	货物名称及主要规格/ Goods & Main Specifications	数量/ Qty	单价（人民币）/ Unit Price（CNY）	单价（人民币）/ Unit Price（CNY）
1	自动化高通量高灵敏液质联用仪 Automated High-Throughput High-Sensitivity LC-MS System 型号：Triple Quad 5500+ QTRAP Activated	1 Set	3,066,800.00	3,066,800.00
产地及制造商/ Country of Origin and Manufactures		新加坡 AB Sciex		
共计CIP上海科技大学指定地点 3,066,800.00（CNY）/ Total Value: 3,066,800.00（CNY） SAY CNY THREE MILLION SIXTY-SIX THOUSAND AND EIGHT HUNDRED ONLY. CIP上海科技大学指定地点人民币大写金额：叁佰零陆万陆仟捌佰元整 TOTAL CIP SHANGHAITECH UNIVERSITY DESIGNATED LOCATION IN CNY THREE MILLION SIXTY-SIX THOUSAND AND EIGHT HUNDRED ONLY.				

## 2. 货物包装/Packing of Goods :

以坚固的热处理过的木箱或非木质材料包装, 适于长途运输, 能够防潮、防震, 并能抵御气候变化。对于不妥当的包装而引起的货物生锈和损失, 其责任应由卖方承担。

To be packed in wooden case(s) with IPPC or container(s) suitable for sea freight shipment and climate changing. The Seller shall be liable for any damages or loss of the Goods caused by impropriety packing or rust attributable to inadequate protective measure in packing.

## 3. 货物装运/Delivery of Goods :

生产国别 Country of Origin:	新加坡/Singapore	唛头 Shipping Mark:	2025CGY0171SK14 Shanghai China
装运方式 Way of Delivery:	空运 By Air	装运期限 Time of Delivery:	合同签订后2个月内 Within 2 months after signed the contract
装运口岸 Port of Loading:	新加坡主要机场 Main Airport in Singapore	到货口岸 Port of Destination:	上海机场 Shanghai Airport
保险/Insurance:	卖方负责办理一切保险(保险金额为110%合同金额)。 To be covered by the Seller (110% of the total value of the Contract).		



装运通知 Shipping Advice:	<p>货物装运前24小时内, 卖方应将合同号、重量、装箱尺寸、班次名、装运日期和目的地等信息以电子邮件的形式通知买方。</p> <p>Within 24 hours before the delivery of the Goods, the Seller shall notify the Buyer by Email the Contract number, weight, packing size, flights and delivery date and destination, etc.</p> <p>货物装运后1个工作日内, 卖方应将提单、发票、装箱单、包装声明、原产地证书电邮给买方。</p> <p>Upon delivery, not later than one working days, the Seller shall send the Buyer by Email, bills of lading, invoice, packing list, packing certificate, certificate of origin.</p>
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#### 4.付款方式/Payment:

合同总价的100%的付款

以信用证方式支付。买方收到最终用户相应款项后, 开立以卖方为受益人的即期信用证。

100% amount of contract price is payable through negotiation under letter of credit. The letter of credit is to be established in favor of the Seller within one month before shipment upon receipt of the corresponding payments from the End-user.

A. 卖方在货物装运后凭合同中第5条规定的单据议付信用证项下合同金额的90%货款。

90% amount of contract price shall be payable against documents after delivery with the full set of documents specified in Article 5 of the contract.

B. 合同总价的10%在货物验收结束后30天内, 卖方凭以下单据议付信用证项下合同金额的10%货款:

10% amount of contract price shall be payable against documents after delivery with the following documents:

(1)相应金额的商业发票正本2份, 副本2份。

Two original and two copies of signed commercial invoice covering the relevant amount of delivered goods of the contract.

(2)由买方、最终用户及卖方共同签字认可的最终验收合格证书一份。

One original of the final acceptance certificate signed by the Buyer, the End User and the Seller.

#### 5.单据/Documents :

在卖方货物装运后, 卖方应及时提供买方以下装运单据:

The Seller should provide the following shipping documents to the Buyer after delivery:

a.由卖方提供的空运提单。

Clean Air Waybills showing "Freight Prepaid".

b.相应金额的商业发票正本5份。

Five original of commercial invoice covering the relevant amount of delivered goods of the contract.

c.详细的装箱单正本5份。

Five original of packing list showing contents of the goods.

d.制造厂商/卖方的品质及数量证明书正本1份。

One original of certificate of quality and quantity issued by the manufacturers/Seller.

e.制造厂商/卖方出具的原产地证书正本1份。

One original of certificate of country of origin issued by the manufacturers/Seller.

f.按发票金额110%投保的以买方为受益人的运输一切险和战争险全套保险单正本1份, 副本4份。

Insurance policy or certificate covering one hundred and ten percent (110%) of invoiced value against all risks and war risk in one original and four copies issued by the Seller.

g.如运来的货物含有木质包装材料, 卖方应出具一份木质包装声明, 申明所用木质包装材料已经过上述要求处理, 并带有IPPC专用标识。如运来的货物不含有木质包装, 卖方应出具一份非木质包装申明, 申明所用包装材料不含有木质。

If the goods are packed with wood material, one original copy of declaration of wood packing material issued by the Seller certifying that the wood material used had been treated in accordance with related IPPC regulations and properly marked. If the goods are packed without wood material, one original copy of declaration of non-wood packing material issued by the Seller certifying that the packing material contains no wood.

#### 6.银行费用/Banking Charges:

所有在中国境外发生的银行费用由卖方承担, 所有在中国境内发生的银行费用由买方承担。

All the banking charges incurred outside China shall be borne by the Seller, all the banking charges incurred in China shall be borne by the Buyer.

#### 7.质量保证/Warranty:

卖方保证在加工产品材质和操作维护符合正常要求的前提下, 所售设备自验收证书签署之日起12个月内运转正常。

The Seller warrants that the machine units shall conform to the specifications and warranties free from defects in material and workmanship for 12 months from signing the Acceptance Certificate.

#### 8.商品检验/Goods Inspection:

货物到达目的地口岸后, 最终用户和买方有权申请中华人民共和国海关(以下简称为海关)就货物的质量、规格和数量进行检验。如发现货物的规格或数量与合同不符, 最终用户和买方于货物到达目的地口岸卸货后



凭海关出具的检验单有权拒绝接收货物或向卖方索赔。

After arrival of the goods at the destination port, the End User and Buyer have right to apply the Customs of the People's Republic of China (hereinafter called the Customs) for a preliminary inspection of the goods in respect of their quality, specifications and quantity or both, the End User and Buyer have right to reject the goods or claim to Seller for damages after discharge of the goods on the strength of the inspection sheet issued by the Customs.

#### **9. 索赔/Claims:**

在货物到达目的地口岸90天内, 如发现货物品质、规格或/和数量与合同规定不符合时, 买方有权向卖方索赔换货或赔款, 因此而发生之一切费用(包括检验费、退货及换货运费、保险费、仓储费及装卸费)由卖方负责。

Within 90 days after the arrival of the Goods at destination port, the quality, specifications or quantity be found not in conformity with the stipulations of the Contract, the Buyer shall have the right to claim for replacement with new Goods, or for compensation, and all the expenses (such as inspection charges, freight for returning the Goods and for sending the replacement, insurance premium, storage and loading and unloading charges etc.), shall be borne by the Seller.

#### **10. 迟交货罚款/Delayed delivery and Penalty:**

如卖方不能按合同规定时间交货时, 除本合同第11条中所述的不可抗力因素外, 如卖方同意支付罚款, 买方应同意推迟交货期。罚款金额为每7天罚0.5%, 不满7天以7天计算。如果交货期的延迟超过10周, 买方或最终用户有权单方解除合同并要求卖方赔偿损失。

Should the Seller fail to make delivery on time as stipulated in the Contract, with exception of Force Marjorie causes specified in Clause 11 of this Contract, the Buyer shall agree to postpone the delivery on condition that the Seller agrees to pay a penalty. The rate of penalty is charged at 0.5% for every seven days, odd days less than seven days should be counted as seven days. In case the Seller fails to make delivery ten weeks later than the time of shipment stipulated in the Contract, the Buyer or the End User shall have the right to cancel the Contract unilaterally and claim damages toward the Seller.

#### **11. 不可抗力/Force Majeure:**

卖方对在设备制造及运输期间由人力不可抗拒因素而引起的延迟交货或不能交货不负任何责任。例如, 在出现了战争、火灾、地震、台风、自然灾害以及其它卖方所不能合理控制的任何意外事故和情况而阻止或干扰了本合同的履行时, 卖方应立即通知买方所发生的人力不可抗拒因素, 并在14天内, 通过航空邮件将由事发当地政府机关颁发的事故证书寄给买方。在这种情况下, 卖方仍有义务采取必要措施加快交货的速度。受不可抗力事件影响的一方免除责任之前提在于按本条规定履行通知及送达义务。

The Seller shall not be responsible for the delay in shipment or non-delivery of the Good due to Force Majeure, which might occur during the process of manufacturing or in the course of loading or transit, such as war, fire, flood, earthquake, typhoon, natural catastrophe and all other contingencies and circumstances whatsoever beyond the Seller's reasonable control preventing hindering or interfering with the performance thereof. The Seller shall advise the Buyer immediately of the occurrence mentioned above and within fourteen days thereafter, the Seller shall send by airmail to the Buyer for their acceptance a certificate of the accident issued by the competent Government Authorities where the accident occurs as evidence thereof. Under such circumstances the Seller, however, is still under the obligation to take all necessary measures to hasten the delivery of the Goods. The prerequisite for exclusion of liability of the Party affected is the performance of the notification and delivery obligations in accordance with this article.

#### **12. 法律适用和争议解决/Governing Law and Dispute Resolutions:**

本合同适用中华人民共和国法律并依其解释。

凡有关执行合同所发生的一切争执, 双方须通过友好协商解决, 双方如协商不能解决时, 应提交上海国际经济贸易仲裁委员会(SHIAC)按其仲裁规则和程序在中国上海进行仲裁, 仲裁委员会的裁决为终局裁决, 对双方均有约束力。仲裁费用除非仲裁委员会另有决定外, 由败诉一方负担。

The contract shall be interpreted in accordance with the current laws of the people's republic of China. All disputes in connection with this Contract or the execution thereof shall be settled by friendly negotiation, if no settlement can be reached, the case in dispute shall then be submitted for arbitration shall finally be settled by arbitration in Shanghai, China, under Shanghai international economy and trade arbitration commission (SHIAC) in accordance with its arbitration rules/procedures. The decision made by the commission shall be accepted as final and binding upon both parties. The fees for arbitration shall be borne by the losing party unless otherwise awarded by the commission.

#### **13. 合同语言/Governing language:**

本合同同时采用中文和英文书写, 两种文字具有同等法律效力。当中文和英文不一致时, 以中文为准。

The Contract is written in both Chinese and English, two languages have the same effectiveness legally. In the event of any discrepancies between them, the Chinese version shall govern.

#### **14. 合同生效及其他/Effectiveness of the contract and Miscellaneous**

1) 本合同自双方签署后生效, 合同正本一式六份, 双方各执三份, 具有同等的法律效力。以传真或电邮之"PDF"文件格式签名的同样有效。

In witness thereof, this Contract is signed by two parties in six original copies, each Party holds three copies. The

signature delivered by facsimile or by e-mail in "PDF" format shall create a valid and binding obligation to all Parties.

2) 合同附件为本合同的有效部份。

All Annexes should be the effect part of this Contract.

3) 卖方承诺按照招标文件(招标编号:1639-254122190430/02)的要求履行合同, 并承担相应的责任和义务。

The seller undertakes to perform the contract in accordance with the requirements of the tender documents (Tender Number :1639-254122190430/02) and assume the corresponding responsibilities and obligations.

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买方/The Buyer:

上海市机械设备成套(集团)有限公司

Shanghai Machinery Complete Equipment (Group) Corp. Ltd

授权代表:

日期:

2025.9.19

卖方/The Seller:

锡禾实业(香港)有限公司

For and on behalf of

XIHE INDUSTRY (HONG KONG) LIMITED

錫禾實業(香港)有限公司

XIHE INDUSTRY (HONG KONG) LIMITED

授权代表:

日期:

2025.9.19



# Contract List 供货清单

配置清单:

SCIEX Triple Quad 5500+ QTRAP Activated 自动化高通量高灵敏液质联用仪			
Item	Qty	Parts	Description
一、质谱部分			
1	1	Part No.	Product Description and Notes
		5072083	SCIEX Triple Quad™ 5500+ System - QTRAP Activated
			Enhanced high performance triple quadrupole LC-MS/MS mass spectrometer. 高性能质谱主机
		Includes:	Standard parts and labour warranty for one year starting from the completion of instrument commissioning. Includes our StatusScope Remote Monitoring Service and one no-charge Preventative Maintenance (PM) during the one-year warranty period. 原厂维保服务
		Includes:	Turbo V Source that accepts either the TurboIonSpray Probe or APCI Probe 高性能 Turbo V 离子源
		Includes:	TurboIonSpray Probe ESI 离子源
			Heated IonSpray probe for use in the Turbo V Source. Accepts flow rates from 5 to 3000 ul/min without splitting. Ideal for quantitation at high sensitivity and high flow rates.
		Includes:	APCI Probe APCI 离子源
			Atmospheric Pressure Chemical Ionization probe for use in the Turbo V Source. Useful for ionization of small polar and neutral molecules. Accepts flow rates from 200 to 3000 ul/min.
		Includes:	One standard wet pump kit (roughing pump). 前级机械泵
		Includes:	Data Acquisition Workstation PC with Win10 64-bit OS 高配工作站电脑
		Includes:	Standard Monitor 液晶显示器
2	1	5304963	TQ/QT Software Starter Kit - with SCIEX OS-MQ 3.1
			This bundle contains; 1) Analyst 1.7 Acquisition and Processing License for acquisition and processing on a single workstation, 2) Analyst 1.7 Processing License for processing only (this license does not allow acquisition control), 3) Sciex OS-MQ 3.1 license for quantitation of small molecule compounds, large molecule biomarkers and biopharmaceuticals on SCIEX LC-MS systems 仪器控制软件、定量软件
3	1	5300238	MS Office 2021 Professional Plus LTSC ISV Global Kit

			Microsoft Office Professional Plus 2021. This is an English version of Microsoft Office that can be shipped and activated in all global regions. This kit contains a disc and license key that can only be activated by SCIEX Personnel. "Purchase of the above listed product shall be governed by the terms and conditions found at <a href="https://www.microsoft.com/en-us/licensing/product-licensing/products.aspx">https://www.microsoft.com/en-us/licensing/product-licensing/products.aspx</a> "
4	1	4406127	<b>Standards Chemical Kit with Low/High Concentration PPGs</b> 调试系统化学品
5	1	5056591	<b>CABLE ASSY* AUXILIARY I O TERM</b> 液相色谱质谱同步线
<b>二、超高效液相色谱部分 UHPLC</b>			
1	1	5079231	<b>Shimadzu LC40 UHPLC System (20,000 PSI Max Pressure)</b> <b>LC40 超高效液相色谱系统</b>
			This is the recommended configuration for customers who are looking to do UHPLC analysis with the greatest flexibility. The CBM-40 Controller may be substituted for the SCL-40, but a Reservoir Tray will need to be added.
		<i>Includes:</i>	<b>LC-40DX3 HPLC Pump (Qty 2)</b> 高压输液泵
			Advanced UHPLC pump with an extended pressure range (up to 130 MPa/20,000 PSI). A dual piston design minimizes pulsation for stable chromatography in isocratic, binary or LPGE modes. An automatic rinse kit is included as standard. Capable of flow rates between 0.1 uL/min to 10 mL/min. (Order Tubing Kit A or B)
		<i>Includes:</i>	<b>Tubing Kit B, for High Pressure GE, ID0.1</b> 调谐安装包
			Tubing kits for high-pressure gradient system. Column inlet tubing ID 0.1 mm
		<i>Includes:</i>	<b>SIL-40C X3 Autosampler</b> 超高压自动进样器
			The SIL-40C X3 provides high speed injections (7 sec for 10 µL) with ultra-low carryover. The standard configuration uses the needle in the flow path design for 0.1 to 50 µL injection volumes. Capable of handling pressures up to 130 MPa/18,800 PSI. Sample compartment can hold 3 plates (1.5/2 mL vials 54 vials x 3 plates) and is capable of temperature control from 4-45 C. Includes 50 uL sample loop. Does not include Auxillary I O Term cable (5056591). Includes racks for 1.5/2 mL vials; other racks sold separately. Add SIL Installation Kit (4465708).
		<i>Includes:</i>	<b>Auxillary I O Term cable</b> 连接电缆
		<i>Includes:</i>	<b>SIL Installation Kit</b> 安装包

			1.5 mL autosampler vials for the LC - 20 or LC - 30 series instruments, package of 100. Vials are clear borosilicate glass with 9 mm screw cap and non-bonded PTFE/Silicone septum with no slit. This part number should be purchased with every autosampler sold.
		<i>Includes:</i>	<b>DGU-405 Degasser</b> 在线脱气机
			5-channel inline membrane degasser utilizing Teflon AF for rapid degassing of HPLC mobile phases.
		<i>Includes:</i>	<b>SCL-40 System Controller</b> 系统控制器
			Standalone central communication and control module with touchscreen capability. Integrated solvent reservoir tray. Modules connect via fiber optic cables for easy "plug and play" system configuration (8 fiber optic ports available). Internal web server offers convenient control and monitoring of the HPLC system through a web browser. Ethernet switch (4465786) and CAT6 cable (5074348) must also be ordered.
		<i>Includes:</i>	<b>10/100 Ethernet Switch</b> 网线控制器
		<i>Includes:</i>	<b>CAT 6 Network LAN Cable</b> 通信电缆
		<i>Includes:</i>	<b>Nexera Series Wiring Kit, C (Qty 2 needed)</b>
		<i>Includes:</i>	<b>CTO-40C Column Oven</b> 柱温箱
			Full-sized oven with forced air temperature control. Capable of temperatures from 10 C below ambient temperature to 100 C. Capacity of 12 columns. Can accommodate a manual injector, mixer and 2 switching valves. Up to 3 units can be daisy-chained.
		<i>Includes:</i>	<b>Micro Mixer 20 uL</b> 微量混合器
		<i>Includes:</i>	<b>Solvent Bottles (set of 5)</b> 溶剂瓶
			Solvent bottles with solid caps for ExionLC and Shimadzu LC systems.
		<i>Includes:</i>	<b>Solvent Bottle Cap (individual)</b> 溶剂瓶盖
			3 hole solvent bottle cap with plug and filter, 1/pk.
		<i>Includes:</i>	<b>US Power Cord (Qty 7 needed)</b> 电源线
<b>三、气体发生器及 UPS 不间断电源</b>			
1	1	<b>EXT001</b>	气体发生器（析维）
2	1	<b>EXT002</b>	隔离稳压器
3	1	<b>EXT003</b>	UPS 不间断电源



#### 售后服务及技术支持

我公司锡禾实业（香港）有限公司对上海科技大学采购的自动化高通量高灵敏液质联用仪，作出以下承诺：

此次提供的自动化高通量高灵敏液质联用仪 为全新原装货物。

##### ● 安装验收：

1. 合同签订后 5 个工作日内，向用户发出提供场地准备和安装要求的通知，并由工程师至现场指导，确保场地符合安装要求。
2. 发货前向用户及用户指定外贸公司提供详细的设备供货清单，对合同所包含的所有货物是否包含属于危险品，或需冷藏冷冻， 以及是否将进入中国海关危险品仓库或冷藏冷冻品仓库，及是否需用危险品或冷藏车、防震车等专用车辆进行运输作出特别说明及指示， 并随设备提供全套、完整的技术资料，包括仪器说明书、操作手册、电路总框图。当货物到达用户指定的安装现场后，双方依据设备供货清单共同对设备进行开箱验收。
3. 在接到用户安装通知后 3 个工作日内响应， 10 个工作日内免费完成装机调试。最终验收技术指标按标书（标书编号：1639-254122190430/02 ）及技术资料所述内容为准。
4. 仪器安装调试验收完成以后，我公司负责立即派遣专业技术人员到用户所在地进行集中培训，使其能熟练掌握仪器的各项性能（包括硬件和软件），培训时间和培训人数根据需要确定，但培训时间不少于 1 天。培训资料主要包含：“现场培训教参”、“技术服务内容”、“用户培训计划”、“系统维护手册”。
5. 集中培训以后，我公司承诺将不定期开设培训学习班，帮助用户提高仪器的操作和维护水平。

##### ● 保修与维修：

1. 按合同约定，自验收报告签署之日起提供 1 年的质保期，并提供终身维修。
2. 质保期内，非人为因素导致的仪器故障，所需要的维修费用（包括零部件费用、维修费用）均由我公司承担；如需返厂维修或现场维修期限超过 20 天的，则保修期顺延，所产生相关费用均由本公司承担。若维修期长于 4 周或在返厂修理期间，我公司另免费提供用户实验场所及同型号仪器进行实验。
3. 我公司承诺在质保期内安装的任何零配件，都是其货物生产厂家原产或经认可的；在质保期内，我公司有责任解决所提供的投标货物和软件系统的任何问题，且在质保期满后，对因投标货物本身的固有缺陷和瑕疵承担责任。
4. 质保期满前 1 个月，免费对仪器进行全面的检测、保养和维护，同时出具仪器各项性能测试报告，并提出相应的使用建议，确保仪器在质保期外能够更好地运行。
5. 质保期后，如机器发生故障，我公司承诺向用户提供优质快速有保障的免费维修服务，只收取零配件费用。所有的替代零配件保证是厂家认可并全新未经使用的。
6. 如因用户客观原因需要搬迁，我公司承诺提供一次免费拆装、搬迁、调试服务。



7. 维修响应时间：我公司在 24 小时内电话响应，48 小时内对用户的服务要求提出解决方案，如经确认有需要，技术人员将在 48 小时内到达现场；重大问题或其他无法迅速解决的问题在 1 周内解决或提出明确解决方案。

● 其它

1. 提供终身软件免费升级。
2. 承担货物从上海港口到用户处的国内运保费。如发生到货设备运输时损坏的情况，由我公司承担损失及责任。
3. 我公司确保所发的电源线及接口符合中国海关及商检的强制性规定。在货物运抵口岸前，提供中文的产品说明书。
4. 我公司承诺按照招标文件（标书编号：1639-254122190430/02）的要求履行合同，并承担相应的责任和义务。

售后服务承诺

## SCIEX 中国区维修服务

祝贺贵单位成为SCIEX 公司用户大家庭的一员。我们全体工程师感谢您选购 SCIEX公司产品，期待着为您提供优质的技术支持。

SCIEX公司是世界一流的质谱与试剂生产商，为全世界的科学家和应用人员提供创新的领先的解决方案，普遍应用于基础研究、药物开发、药物代谢、检验检疫、食品检测、临床检验、法医鉴定、生物研究等等领域。相信我们的产品将以其卓越的性能提高您的数据质量、减轻您的劳动强度、激发您的工作灵感，为您的单位带来超过预期的收益，物有所值。

为了给您提供专业的技术支持，SCIEX 中国区维修由现场维修工程师完成，现场维修工程师主要负责硬件的安装、调试、验证、培训、维修和维护。另外，SCIEX 在上海建立有亚太技术支持中心，配备了SCIEX 各种型号的产品。同时建立了分布在各办事处的二十余人的中国区应用专家团队，他们专职负责软件、试剂、实验、应用、技术原理、项目开发等方面的咨询、举办应用培训班以及进行现场实验培训。我们专业水准的特色应用服务将为您所购买的SCIEX产品增添额外的价值。



从2011年1月1日起，SCIEX 公司在中国的注册分公司 “上海爱博才思分析仪器贸易有限公司” 负责所有售后服务事宜。 售后服务与技术支持 免费热线电话 800

820 3488 陈佳佳

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电话：021-24197200 热线电话 800 820 3488

广州办公室地址：广州市体育西路109号高盛大厦15C（510620）

电话：020-85100200



#### 仪器维修方面：

- 1) 中国区售后服务团队现有全职质谱维修工程师40多位（其中有高级工程师十五名），分布于北京，上海，广州，沈阳，武汉，青岛，济南，郑州，成都，重庆，西安，南京，杭州，深圳，湛江，海口等地，并且在不断扩充当中，以提供更迅捷周到的服务。他们在液相色谱、质谱方面等方面有着非常丰富的实践经验，可以快速而准确地解决仪器的问题。上述工程师都经过国外原厂专门技术培训，并得到资质认证后才能上岗从事维修服务，并且该认证每两年需要考核后更新。工程师也具备安捷伦和岛津液相部分产品的维修资质，以提供用户一站式维修服务选项。
- 2) SCIEX公司同时建立有一级（中国），二级（亚太），三级（全球）专家队伍，有完善的维修或投诉逐级上报机制，对极少数特殊疑难技术问题提供逐级解决方案。
- 3) 公司在上海设有常备零件库，常年维修备件库存在8百万元人民币以上，每周根据使用情况自动定期补库，可以保障及时提供仪器所需的维修、消耗备件。该仓库及SCIEX公司全球供应链提供设备停产后5年之内的备件供应，并包含了部分安捷伦和岛津液相相关备件。对于特定IT类备件，如遇备件过时，公司会提供软硬件升级方案。
- 4) 仪器购买合同签订后，SCIEX公司售后服务部会在1周内为您寄送专业的实验室准备条件。相关工程师会给您专业的实验室建议。
- 5) 仪器到货后，接到通知5-10个工作日内，由公司工程师同您共同开箱验货。
- 6) SCIEX公司工程师免费安装调试，保修期内，免费为您提供仪器保修服务，正常使用情况下的出现的任何非人为故障全部免费维修。同时，在保修期内，会提供一次全面的定期保养服务。
- 7) 安装工程师在您现场安装调试完毕后，会进行现场讲解培训，并按照SOP为您进行基本操作培训，保证您掌握基本技能，可以正确操作使用仪器。
- 8) 保修期内的客户，4小时内对您的维修信息作出反应，一般一个工作日到场维修。在保修期外，为仪器提供维修服务，并在4小时内对您的维修信息作出反应，一般情况下2-5个工作日到场维修。同时，我们也提供基于各种不同响应级别的维修解决方案。
- 9) SCIEX 提供强大的网络支持，您可免费下载，手册、流程、方法、软件等，详情参见：[www.sciex.com](http://www.sciex.com)
- 10) 公司为您提供世界独有的实时的StatusScope服务，可以通过互联网络24小时监控仪器运行状况，开通后您可以通过智能手机远程登录，实时掌握机器运行状况，为您提供及时建议或服务。



11) Sciex公司设有维修服务免费热线电话: 800 820 3488 或 400 821 3897, 可以更好  
地提供优质服务。

12) Sciex公司开通微信平台, 您可以通过手机扫描下列二维码加关注, 及时了解技术更  
新和各类应用信息。并且您还可以通过微信平台在线报修或咨询。

