

Simulated Digestion System (SDS III)

Version: V250407

Equipment

1. Does the system need to be on the network or is it a stand-alone unit?

Ans:

Stand-alone unit

2. Are there any environmental conditions (temperature, humidity etc) that will affect proper functioning of the equipment?

Ans:

The performance condition of the equipment is at 25°C. There is no requirement on humidity.

3. What are the power requirements of the equipment?

Ans:

Power: AC, 220V/20A; The operating voltage of the equipment can be customized or adjusted according to the requirements of different regions.

The equipment functions at 4000W. If there is a power trip or power failure, the equipment can hold up to 10 mins without having to repeat the experiment. If the power failure lasts for more than 30 mins, the equipment will have to restart and the experiment needs to be repeated.

Global Marketing Partner (Overseas)

UniVOOK Chemical (Shanghai)

26B, No.333 Wensong Rd
Shanghai, P.R. China
www.univook.com

Tel: +86 021 6536 5235
Email: info@univook.com
EHS: ehs@univook.com



FQAs

Reagents/Kit

1. What is the shelf-life of the reagents?

Ans:

12 months

2. How can we make sure that the reagents are still stable after shipping? Are there any critical QC parameters that we can measure to check?

Ans:

We make arrangements to deliver the reagents at the right temperature. There will be standard reagents sent along with the reagents and one run can be performed to check if the standard reagents give data falling within the specified range.

4. What is the packaging material used for the reagent tube/kit? What is the size (dimension) of the kit? Are the reagents in liquid or powder format?

Ans:

The packaging materials are all in plastic. The sizes of the kits are different depending different kind of kit. The reagents come in the form of liquid and powder.

5. Can the different components of the kit be shipped separately if their storage temperatures are different?

Ans:

Yes, we make arrangements to ship the different components separately according to their storage temperatures.

6. Does the reagent come from animals? Or contains material components of animal origin?

Ans:

Yes, parts of the reagents for poultry are not of animal origin, but the reagents for swine are of animal origin.

Global Marketing Partner (Overseas)

UniVOOK Chemical (Shanghai)

26B, No.333 Wensong Rd
Shanghai, P.R. China
www.univook.com

Tel: +86 021 6536 5235
Email: info@univook.com
EHS: ehs@univook.com



FQAs

Software

1. Will the system software interface be available in English?

Ans:

The system software interface is available in English.

2. Does the software need to be updated regularly? If yes, can the update be done remotely?

Ans:

Yes. The software can be updated remotely, following the requirement from different users.

Procurement, Installation and Validation

1. What is the procurement lead time of the equipment after receiving purchase order? What is the lead time for delivery of the equipment and the test kits?

Ans:

Equipment: 8 weeks after receiving (excluding shipping time) if there are no customization requirements.

Test kits: 2 weeks;

2. How will installation be done after delivery of the equipment? Will the supplier send an engineer for installation?

Ans:

There is no need for an engineer to come for on-site installation, but there is a need for someone to be trained on machine operation for their first-time use.

3. Who will perform the validation after installation is completed?

Ans:

There will be standard reagents sent along with the reagents and one run can be performed to check if the standard reagents give data falling within the specified range. This can also make sure that the installation is completed.

Global Marketing Partner (Overseas)

UniVOOK Chemical (Shanghai)

26B, No.333 Wensong Rd
Shanghai, P.R. China
www.univook.com

Tel: +86 021 6536 5235
Email: info@univook.com
EHS: ehs@univook.com



FQAs

4. Can the supplier provide free reagent kit for the first run to validate that the equipment is functioning before we sign off for delivery and installation?

Ans:

Yes, we are willing to provide some free kits for equipment validation.

Shipping

1. What are the documentations required for shipping of reagent kits?

Ans:

- 1) Product description (main ingredient/content, use, harm, packaging method);
- 2) HS code/Commercial Invoice/Packing List;
- 3) Trade contracts;
- 4) The official testing requirements or standards from the importing country;
- 5) COA/MSDS
- 6) Exporting license (if applicable)
- 7) Temperature control requirements (if applicable)

2. What are the different components to be shipped? What is the volume and temperature required for shipping?

Ans:

The buffer reagents can be shipped under normal temperature; The enzyme kits need to be shipped under temperature controlled depending different requirement of stock condition.

3. Do the items need to be shipped upright?

Ans:

The equipment needs to be shipped upright.

4. Are there any regulatory restrictions in the importing country to import samples of animal origin?

Ans:

The regulatory restrictions on the import of reagents of animal origin could be different for

Global Marketing Partner (Overseas)

UniVOOK Chemical (Shanghai)

26B, No.333 Wensong Rd
Shanghai, P.R. China
www.univook.com

Tel: +86 021 6536 5235
Email: info@univook.com
EHS: ehs@univook.com



FQAs

different countries. Currently, we have successfully exported to the European Union, Singapore and Brazil.

After-sales Service

1. How long is the warranty for the equipment?

Ans:

12 months from the date of acceptance.

2. How long is the warranty for the reagent kits?

Ans:

12 months from the date of production.

3. What kind of technical support (hands-on training, application, troubleshooting etc.) will be provided, before or after installation is complete?

Ans:

We provide hands-on training, subject to additional costs. Simple troubleshooting can be done via phone calls or video calls at no additional charge.

4. Will staff training for equipment operation be provided?

Ans:

Yes, we provide hands-on training in China, without additional costs. For Learning more information about training, please refer to our "Training Instruction".

5. Does the equipment require regular preventive maintenance?

Ans:

Yes. A regular preventive maintenance is necessary for the equipment, For learning more information about preventive maintenance, please refer to our "Operation Manual".

6. What is the frequency of regular preventive maintenance?

Ans:

One time per year. For learning more information about preventive maintenance, please refer to our "Operation Manual".

Global Marketing Partner (Overseas)

UniVOOK Chemical (Shanghai)

26B, No.333 Wensong Rd
Shanghai, P.R. China
www.univook.com

Tel: +86 021 6536 5235
Email: info@univook.com
EHS: ehs@univook.com



FQAs

7. What is the cost for preventive maintenance?

Ans:

Simple preventive maintenance can be done with user's trained personnel. An engineer from us for on-site maintenance will require additional costs (travel allowances, man-hours, etc.).

8. If the equipment breaks down, do we need to ship the equipment back to China for repair? Or the manufacture will send a service personnel for on-site repair?

Ans:

It is un-necessary to ship the equipment back to China for repair. We provide lifetime maintenance for our equipment.

A: Under Warranty. We provide free maintenance or repair services for the equipment:

a) The service location is in China:

We bear all expenses related to equipment maintenance, including but not limited to: spare parts, overseas travel and accommodation expenses of maintenance personnel.

b) The service location is outside China:

We bear the costs related to equipment maintenance, including: maintenance costs, spare parts and materials costs; The user needs to bear the overseas travel and accommodation expenses of the maintenance personnel.

B: Out of Warranty

a) The service location is in China:

We provide lifetime maintenance for the equipment. However, for the maintenance or repair of the equipment after the expiration of the warranty, the user needs to bear all expenses related to the maintenances or repairs of the equipment, including but not limited to: the cost of spare parts, overseas travel and accommodation expenses of the maintenance personnel.

For more information, please refer to our "Warranty and After Sales Service".

Global Marketing Partner (Overseas)

UniVOOK Chemical (Shanghai)

26B, No.333 Wensong Rd
Shanghai, P.R. China
www.univook.com

Tel: +86 021 6536 5235
Email: info@univook.com
EHS: ehs@univook.com

