



Troubleshooting & Consultancy Services

Introduction

Filtration, separation and purification systems, when correctly designed and installed should operate successfully without problems.

Even the best systems, however, may be affected by unpredictable events such as variations in process fluid quality or environmental factors – and often at the most critical time. Such events can result in costly down time or even loss of a product batch.

In addition, continuous improvement is a necessary requirement today, with increasing pressure on process efficiency and costs.

Whether your needs are for troubleshooting or process improvements, Pall Life Sciences' specialized advice and troubleshooting experts can bring significant benefits and cost savings.

What Can Pall Offer?

A unique and cost-effective troubleshooting and consultancy service based on:

- More than fifty years experience in process separation systems
- A capability unparalleled in the filtration and separations field

How Can Pall Solve Your Problems?

Our specialists provide the best available professional advice to ensure a rapid and effective investigation.

We have state-of-the art equipment to assist in problem solving and process monitoring.

Our worldwide laboratories offer analytical services for the widest range of fluids.



Our specialists can visit your site to review the process in more detail and to perform studies locally.

We can develop with you intranet/internet systems to assist troubleshooting and information exchange

Features and Benefits

- An approach to troubleshooting that is quick and cost effective
- A unique consultancy service that can achieve improved process efficiency and cost savings
- A global capability that ensures local support when you need it

Typical Projects

- Plant filtration surveys
- Improved life of filtration system
- Investigating non-sterility in a sterile filtration process
- Evaluation of integrity test methodology
- Variable product activity after purification
- Poor separation of protein components
- Reduction of endotoxin contamination in final product
- Malfunction of control sensor in process
- Improved steam-in-place procedures
- Filter steaming process validation
- Scale up of processes

Facilities

Laboratories

We can utilise thirty five laboratories worldwide to help solve your problem. All are equipped to the highest specifications.

People

We have access to more than four hundred trained scientists within Pall as well as links with many specialists in the industrial and academic field.

Equipment

Our equipment includes scanning electron microscopy, HPLC, mass spectrometry, TOC analysis, FTIR spectroscopy, GC, filterability kits, integrity test units... and many more.

Databases

We maintain a comprehensive range of internal databases for troubleshooting. We also subscribe to external databases to ensure the broadest capability and fastest response.

Communications

We operate a Lotus Notes and Intranet system to ensure fast and efficient communications worldwide twenty four hours a day.

Documentation

Our investigations are fully documented in the form of a technical report. This report can be of special importance in regulatory audits and in management of change control.

The report can be prepared to your specific format if required, to maintain consistency within your documentation.

In all cases, the report will be reviewed, approved and signed by the Pall specialist. You may choose to countersign the document as confirmation of receipt and acceptability of content.

Our aim is to ensure not only that your problems are resolved or processes improved, but that the investigations are fully documented and comply with appropriate manufacturing practices.

If required, we will present the basis of the report in a formal meeting with you.

Charges

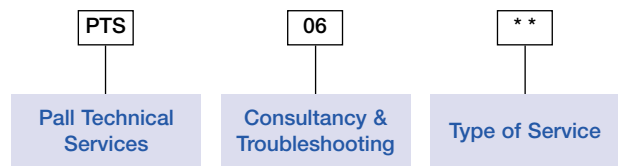
The variable nature of troubleshooting and consultancy work means that we have to assess projects individually. Wherever possible, we provide a fixed price in advance. Where this is not possible, we will give an estimate to assist you in budgeting and cost control.

The final invoice gives details on items such as labor, materials etc.

What's the Next Step ?

Simply contact your local Pall representatives. They will discuss your specific requirements with you and forward your enquiry to Pall's technical specialists.

Part Number Structure



Typical Part Number PTS06AB Consultancy work for two days



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