



Introducing AST TeleTech™ – Virtual Troubleshooting for Mission-Critical Equipment

A remote service platform staffed by experts from ALL Scientific Tech, enabling real-time diagnostics and problem resolution within minutes without waiting for a field technician to arrive on-site.

CHALLENGE

When critical laboratory or medical equipment fails, every minute counts.

Traditional service models rely on dispatching technicians to diagnose the problem in person, leading to:



Delayed response times



Unnecessary emergency visits



Repeat trips due to incomplete information



Downtime while waiting for repair decisions

SOLUTION OVERVIEW

AST TeleTech™ brings telehealth-style support to equipment maintenance.

Clients connect instantly with an ALL Scientific Tech specialist via phone or video and are guided through a structured inspection enabling remote fixes or accelerated on-site intervention

KEY BENEFITS



Avoid Unnecessary Dispatches: Resolve many issues without a truck roll



Fast-Track Critical Repairs: Root cause identified before a technician arrives



Reduce Downtime: Immediate troubleshooting rather than waiting in the queue



Improve Staff Knowledge: Real-time coaching helps facility teams self-diagnose

COVERED DURING A TELETECH SESSION

- | | | | |
|----|---|----|---|
| 01 | Equipment Identification: Photos of asset, nameplate, display, and Equip ID tag | 05 | Ventilation & Airflow Assessment: Condenser coils, clearances, room ambient |
| 02 | Power & Electrical Verification: Plug, breaker, outlet function | 06 | Alarm & Error Interpretation: Screenshot and code analysis |
| 03 | Temperature & Performance Review: Display readings and setpoint accuracy | 07 | Loading & Organization Review: Best practices for stable operation |
| 04 | Frost / Gasket Inspection: Door seals, vacuum relief, buildup areas | 08 | Maintenance History Check: Detect recurring issues |

HOW IT WORKS

AST Technician Troubleshooting & Preventive Maintenance Workflow

Every repair, and preventive maintenance event follows our standardized protocol:

01

Scientific Refrigeration Equipment Identification

- Take a photo of the equipment
- Take a photo of the nomenclature plate
- Take a photo of the display panel
- Take a photo of the Equip ID™ tag

02

Power Supply Verification

- Confirm plug connection
- Inspect the circuit breaker
- Test the outlet with another device

03

Power Supply Verification

- Confirm digital display functionality
- Verify setpoint (–70°C to –80°C typical range)
- Allow recovery time after loading

04

Frost & Ice Buildup Inspection

- Inspect door seals and gaskets
- Check for internal frost accumulation
- Confirm the vacuum relief port is clear

05

Condenser & Ventilation Review

- Clean condenser coils
- Maintain 8" airflow clearance
- Confirm ambient room temperature (15°C–32°C)

06

Door Functionality

- Inspect gasket integrity
- Confirm smooth latch engagement
- Minimize door opening duration

07

Alarm Indicators

- Record any alarms or error codes
- Refer to the user manual guidance
- Temporarily mute only if safe

08

Sample Storage Practices

- Avoid loading warm samples directly
- Use racks for organization & fast access
- Remove outdated inventory periodically

09

Maintenance Records

- Review historical service logs
- Ensure defrost and PM scheduling compliance
- Escalate if annual services are overdue

This structured process resolves most failures. When repair escalation is required, ALL Scientific has the tools, inventory, technology, and experience to avoid prolonged downtime, preventing sample losses

