

Technical SERVICE



Buch & Holm Technical Service 2026



Do you need
service?

Call us!

+45 44 54 00 00
+46 40 30 50 30

BUCH  HOLM

www.buch-holm.com

We know what it takes...

See our service video here 

BUCH  HOLM

ESSENTIAL OVERVIEW

Our technicians' primary task is to add value to our product range and ensure proper technical maintenance. With extensive know-how and a clear overview, we solve tasks efficiently.



BOOK SERVICE
[Denmark](#) / [Sweden](#)

Service and maintenance

2

At Buch & Holm, we supply laboratory equipment and provide ongoing service and maintenance. To ensure the best possible results, we recommend regular maintenance and servicing. Equipment kept in optimal working condition typically experiences fewer breakdowns, which at worst can result in operational downtime. Maintenance also extends the lifespan of the equipment and makes your investment more worthwhile.

Our technicians are continuously trained by manufacturers and have access to specialized tools, certified measuring equipment, and original spare parts.

SERVICE AGREEMENTS

By following the manufacturer's recommendations for preventive maintenance, the equipment becomes more reliable in use and potential breakdowns can be avoided. That is why we offer service agreements for most types of equipment. Please see page 4 for an overview of our service agreements. If you have equipment that you would like to have serviced annually, please contact us for a quote.



Buch & Holm is also a certified refrigeration company. Our refrigeration technicians hold Certificate D and are qualified to perform mandatory inspections on refrigeration systems in compliance with current regulations.

Equipment repair: Our service department also handles equipment repairs, either on-site or at our workshop in Herlev. Please contact our service coordinator, who will help you find the best possible solution.

Spare parts: We only use original spare parts for the maintenance and repair of equipment, ensuring that it performs as intended by the manufacturer.

ORDER SERVICE

Order via our website. Once the form has been completed and submitted, you will shortly after receive a copy of the order along with a case number. You will then be contacted by either a technician or our service coordinator to arrange the details. You can always refer to the case number if you need to get in touch with us.

If you have any questions regarding the above, please feel free to contact Kristine Povelsen using the contact details below.

Kristine Povelsen

Service Coordinator

Tel. +45 44 54 00 26

E-mail: kp@buch-holm.dk





QUALIFICATION

We have extensive experience with validation and qualification and can assist with IQ/OQ/PQ documentation with traceable references.



24/7 INSURANCE FOR FREEZERS

We deliver a pre-cooled -86°C or -150°C back-up freezer in Denmark and Southern Sweden within 8 hours.



SERVICE AGREEMENTS

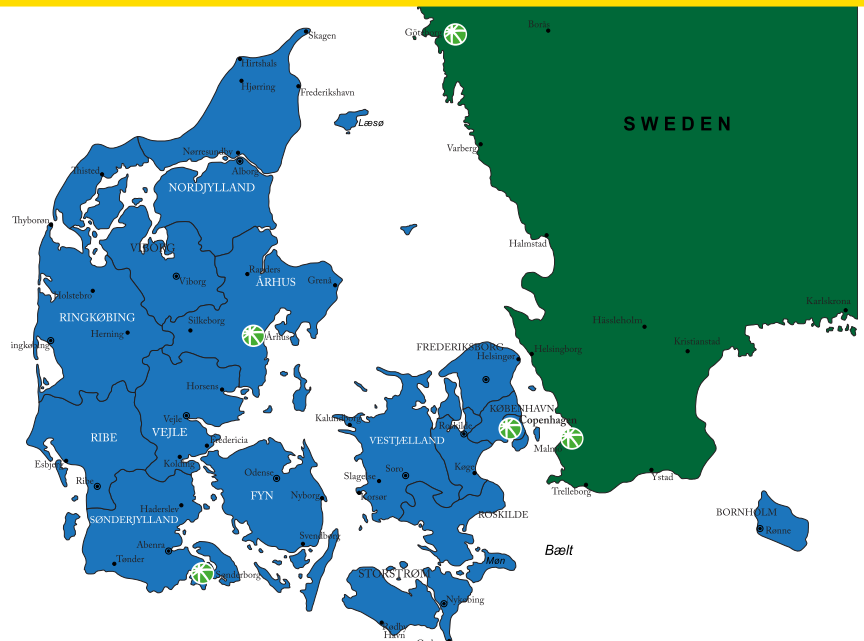
We offer service agreements on a wide range of products, helping our customers extend equipment life and maximize their investment.



BUCH HOLM

We are your service partner for:

- Repairs
- Urgent service
- Service agreements
- Refrigeration service
- Traceable calibration
- Cooling and freezing - 24/7
- Installation
- Training
- Spare parts
- Qualification (IQ, OQ, PQ)
- Mapping



We know what it takes...

Service Agreements

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AUTOCLAVES



BALANCES



BIOREACTORS



CENTRIFUGES



CLIMATE CHAMBERS



CO₂ INCUBATORS



FREEZERS



FREEZE DRYERS



HEATING CABINETS



LAMINAR FLOW CABINETS



MICROSCOPES



SHAKING INCUBATORS



VACUUM PUMPS



VISCOMETERS AND RHEOMETERS

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Validation

Many of our customers require documentation, and we have extensive experience with validation, qualification, and mapping, including IQ/OQ/PQ, FAT and SAT with traceable references. We can assist with the preparation of documentation and more.

We offer ready-made protocols for refrigerators, freezers, climate chambers, freeze dryers, centrifuges, autoclaves, shaking incubators, bioreactors, ovens, data loggers, monitoring systems, viscometers, etc. FAT and SAT tests can be provided by the manufacturer.

We offer certified service and annual agreements performed by trained technicians to keep your documentation up to date.

Our temperature mapping, up to 20 points, is performed with traceable certified equipment, and a certificate/report is provided. Mapping is available for -150°C to +140°C.

If you have any questions regarding the above, please feel free to contact Anders Lillesø using the contact details below.

Anders Lillesø

COO

Tel. +45 44 54 00 21

E-mail: al@buch-holm.dk



TEMPERATURE

HUMIDITY

CO₂

WEIGHT

Refrigerators – Freezers – Ultra-Low Temperature Freezers – Incubators – Cooling Incubators – Shaking Incubators – Ovens – PCR Cyclers – Bioreactors – Stability Rooms – ICH Chambers – Climate Chambers – Freeze Dryers – Autoclaves – Balances – Centrifuges – Viscometers

Ensure compliance with standards (FDA, GMP/GLP, European Pharmacopoeia, or ISO) through traceable measurements and clear documentation, demonstrating that equipment performs according to the manufacturer's specifications and that your processes meet your requirements.

Temperature mapping is performed on all makes and models. IQ/OQ/PQ documentation and mapping available.



We offer a 24-hour insurance agreement where we secure your samples ultimately!

Freezers and refrigerators

When purchasing a service agreement, you will receive an annual visit from a technician. Physical check and review of the freezer; that temperature and other functions are according to specifications. A service report is prepared for further information on condition and documentation. We offer service agreements with annual visits of fridges +4°C and freezers down to -86°C and -150°C.

INSURANCE 24/7

If you need to secure your samples ultimately 24 hours a day, 365 days a year, you should take out 24-hour insurance. We guarantee you a refrigerated loan freezer, for either -86°C freezer or -150°C freezer, which can be delivered throughout the country within 8 hours! If it is physically possible, we can take the defective freezer for possible repair.

VALIDATION

We can offer mapping or full IQ/OQ/PQ documentation for both refrigerators and freezers.

Buch & Holm is a qualified company specializing in the installation, repair, and service of refrigeration systems, regardless of refrigerant charge size. With years of experience, we provide high-level, reliable refrigeration service for all major brands, including ultra-low temperature freezers, cooling baths, climate chambers, and freeze dryers, with temperatures down to -150°C.

Refrigeration systems with more than 1 kg of refrigerant require annual inspection by a qualified technician. Systems containing more than 2.5 kg must be inspected by a certified technician from an ISO 9001:2015-certified company.

CERTIFIED COMPANY

Buch & Holm is ISO 9001:2015 certified for the installation, repair, and service of refrigeration systems, and ISO 14001:2015 and ISO 45001:2018 certified for environmental and workplace safety. These standards are always considered in our services to ensure safe, efficient, and fully compliant solutions.

Buch & Holm is a certified refrigeration company. Our refrigeration technicians hold Certificate D and are qualified to perform mandatory inspections on refrigeration systems in compliance with current regulations.

Buch & Holm is also a member of the trade association for cooling and heat pump companies, where efforts are made to ensure high quality, legal work with refrigerants, and the green transition, including climate-friendly refrigerants.





Climate chambers

As many climatic tests are time-consuming and costly, we recommend that you arrange a service agreement for your climate chamber and order maintenance on a regular basis. The service agreement covers the entire climate chamber and at the annual service call our technicians will check the climate chamber from A-Z and make sure that the temperature, humidity, overheating protection and other functions comply with the specifications.

Certified, traceable equipment is always used during service. Our technicians receive ongoing training from manufacturers, have access to specialized tools and original spare parts, and training certificates are available upon request. We also offer temperature and humidity adjustment and calibration.

If needed, measurements can be performed using traceable, certified equipment as part of the service contract. DANAK-certified measurements and/or calibration are also available.

Our service agreements cover climate chambers from leading manufacturers, including Weiss, Vötsch, Binder, Memmert, MMM, Panasonic, Ascott etc.



Proper service and maintenance are the prerequisites for flawless operation, which is our ultimate goal. Our service concept is designed to provide both meaning and value for the customer. The result is a complete service package that makes things easy for our customers.





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Helium Leak Detection

We offer helium leak detection as a service, with a fixed start-up fee followed by billing based on an hourly rate, helium consumption, and travel expenses. For larger projects, it is also possible to rent a helium leak detector, including delivery, installation, training, helium supply, and return transport after the job is completed.

As an authorized distributor of Agilent vacuum equipment, we use their oil-free helium leak detector, model Agilent PDO₃, for all leak detection tasks. The unit is equipped with both scroll and turbopumps, achieving a final pressure of 5×10^{-12} mbar, and can detect leaks in both pressurized systems and under vacuum.

A leak rate of 10^{-5} mbar L/s corresponds to a hole approximately $\varnothing 0.006$ mm through 2 mm of material, while 10^{-4} mbar L/s is equivalent to forming an air bubble in about two minutes during an underwater pressure test.

APPLICATIONS FOR HELIUM LEAK DETECTION

Include accelerators, mass spectrometers, NMR systems, cooling systems, electron microscopes, evaporators/coaters, freeze dryers, impregnation stands, vacuum fittings, piping installations, gas lines, tanks and pressure vessels, furnaces, and vacuum filling systems.

If you have any questions about our services, please contact Flemming Lund using the contact details below.



Flemming Lund
Service Engineer
Tel. +45 44 54 00 24
E-mail: fl@buch-holm.dk





Microscopes

A microscope is an important instrument in the day-to-day work, and we recommend an annual service check. In connection with the service call a service report is completed, and this is used for documentation. At the annual check the microscope is cleaned, inspected and lubricated carefully.

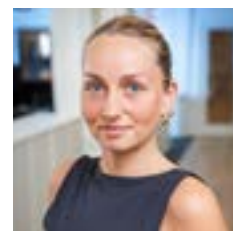
OUR TECHNICIAN WILL CHECK THE FOLLOWING

- Cleaning and inspection of lenses
- Control and test of light source
- Cleaning and test of cross table
- Adjustment of Köhler alignment
- Cleaning and adjustment of condenser
- Cleaning and adjustment of ocular lenses

The above applies to basic microscopes, but we also offer service agreements for more complex fluorescence microscopes, etc.

If you have any questions regarding microscopes, please feel free to contact **Alberte Wille Bøgvad Hansen** using the contact details below.

Alberte Wille B. Hansen
Service Assistant
 Tel. +45 44 54 00 65
 E-mail: abh@buch-holm.dk



Viscometers

Our technicians offer maintenance, repair, and service agreements for all our viscometers and rheometers. Measuring viscosity is simple, but the instrument must be calibrated and checked annually to ensure accurate results.

Buch & Holm offers authorised service by trained technicians and annual service agreements with traceable calibration. The service is carried out on your premises or in our shop. During the annual service call, a control measurement is performed with traceable standards, and the instrument is disassembled, cleaned, and lubricated.





Centrifuges

The annual agreement covers the centrifuge and its associated rotors. During the annual visit, our service technicians inspect the centrifuge and ensure that temperature, speed, and all other functions comply with specifications.

The service also includes the mandatory safety inspection. According to the Danish Working Environment Authority's regulations on technical aids (including centrifuges), No. 428 of 05/04/2022, all professionally used centrifuges must be inspected at least once a year by a qualified person.

Having a service agreement provides ongoing guidance and support for users, ensures that equipment continues to meet specifications, keeps it in operational condition, and extends its lifespan. A detailed service report is provided as documentation of all work performed.

Vacuum pumps

Our service agreements for vacuum rotary oil pumps include oil changes and full maintenance to ensure the pump meets the manufacturer's specifications. Routine maintenance covers replacement of O-rings, oil changes, and vacuum verification using certified equipment.

We also offer pump refurbishment to restore full performance, and while your pump is being serviced, a loaner vacuum pump of up to 40 m³/h is available. Our technicians receive continuous training from manufacturers and provide service for pumps from leading brands, including Agilent, Varian, Pfeiffer, Leybold, Vacuubrand, KNF, Ilmvac, Welch, and BOC Edwards. We use specialized tools, certified measuring equipment, and original spare parts to ensure reliable, high-quality service.





Bioreactors and shaking incubators

Bioreactors, shaking incubators, and CO₂ incubators are essential instruments in laboratories and production environments. Regular maintenance and timely repairs are key to ensuring reliable operation, precise results, and a long equipment lifespan.

Whether you operate a compact bench-top unit or a large-scale system, we provide tailored service agreements and expert repairs that keep your equipment performing at its best — year after year.

Our certified technicians perform annual service checks that include inspection, cleaning, calibration, and performance testing. All critical parameters — such as temperature, CO₂, pH, and rpm — are verified to meet specifications. Should a malfunction occur, we offer fast and efficient repair using original spare parts to minimize downtime.

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Balances

It is important that your balances are set to weigh correctly. For this reason, we offer service, maintenance and traceable calibration of your laboratory balances up to 50 kg.

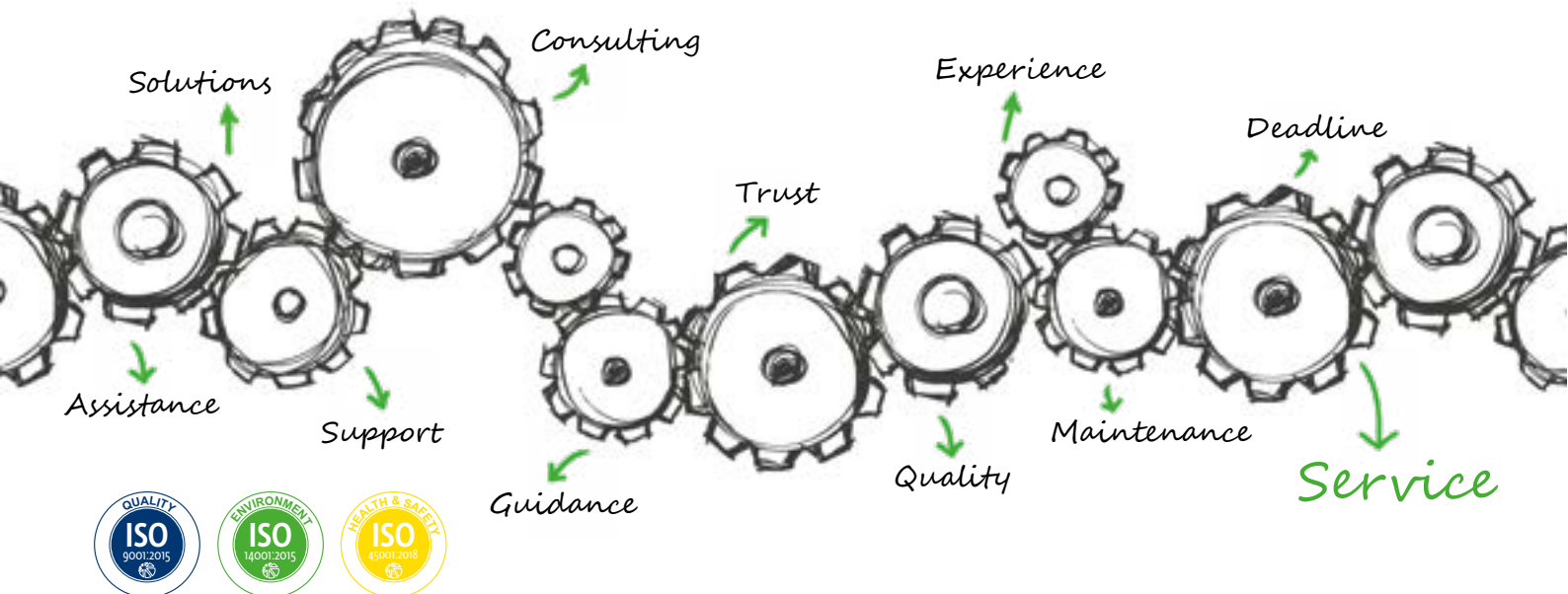
Our technicians calibrates the balance and adjusts it if the reading of the balance lies outside the specifications. The linearity, reproducibility and corner-load of the balance are tested. We will also check the temperature accuracy, if you have a moisture analyzer.

Our weights are traceable in accordance with German DKD. Buch & Holm is ISO9001, ISO14001 and ISO18001 certified.



We know what it takes...





- ✱ Autoclaves
- ✱ Balances
- ✱ Bioreactors
- ✱ Centrifuges
- ✱ Climate chambers
- ✱ CO₂ incubators
- ✱ Cooling boxes
- ✱ Freezers -20 °C to -150 °C

- ✱ Freeze-dryers
- ✱ Heating cabinets
- ✱ Helium Leak Detection
- ✱ Incubators
- ✱ Liquid pumps
- ✱ Measuring instruments
- ✱ Microscopes
- ✱ Monitoring systems

- ✱ Ovens
- ✱ Peristaltic pumps
- ✱ Refrigerated/freezer cabinets
- ✱ Shaking incubators
- ✱ Test cabinets
- ✱ Thermostats
- ✱ Vacuum pumps
- ✱ Viscometers & Rheometers



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