



BUCHI Service Circle: BUCHI ACADEMY
Increase your know-how, get the edge over your competition



Expert Know-How solutions are provided by the application experts in our competence centers in Flawil, Beijing and Mumbai and the locally available experts at our Affiliates.

Our scientific support offers pre-sales feasibility studies, tailored solution offers, after sales on-site support, regular basic to advanced courses, on demand customized training and continuous consulting.

BUCHI ACADEMY «User»: Basic User Training and Certification

Our certified service specialist will train your staff in the areas of basic and advanced functionality, basic application, easy maintenance and exchange of wear parts as well as basic trouble-shooting. FAQs and Q&As will be part of the training as well. Each trainee will receive a certification from BUCHI that confirms his or her participation.

BUCHI ACADEMY «Consult»: Feasibility Study / Research / Report

Your sample is assessed according to your need on the appropriate BUCHI product, yielding an objective purchase decision base and starting parameters for your application. Tailor made research application and scale-up consulting are offered while assuring non-disclosure. Written expertise opinions and reports, based on state-of-the-art scientific and unpublished application knowledge are offered.

BUCHI ACADEMY «Course»: Application Training @BUCHI

Join a regularly scheduled training with theoretical background information from basic to advanced level, hands-on and easy maintenance training, method optimization, and valuable tips and tricks from our experienced experts. Courses are held in one of our laboratory or training facilities.

BUCHI ACADEMY «CustomCourse»: Application Training

Customized on-demand training which is adjusted to your individual needs, from basic to advanced practical and theoretical knowledge, allows you to bring your own sample for testing the feasibility or to optimize your method. Additionally, non-disclosure agreements can be arranged.

BUCHI ACADEMY «Circle»: The BUCHI «CustomCourse» as a contract

We offer 2 days per contract year customized training with additional pricing benefits. You enjoy prioritized phone or email assistance for any questions about how to use your BUCHI device most effective or application queries related to your BUCHI products.

Other BUCHI services available to you:

You get access to BUCHI services that are outstanding within the industry. Online application notes useful mobile applications for our Kjeldahl, Lyovapor™ and Laboratory Rotavapor® solutions, phone support directly by your assigned service technician, as well as e-mail support by our application chemists.



	BUCHI ACADEMY «User»	BUCHI ACADEMY «Consult»	BUCHI ACADEMY «Course»	BUCHI ACADEMY «Custom Course»	BUCHI ACADEMY «Circle»
Priority treatment					
Application support: reaction time**		●			●
Training/ course duration	up to 4 hours		1-2 days	1-5 days	2 days per year
Non disclosure agreement		on request		on request	
Written report		●		on request	
Max. No of Attendees	10		10	5	5
Bring your own sample		●	●*	●	●
Certification of attendees	●		●	on request	

*Depending on training course
** First contact: <36h
Not all products available in all countries

«The BUCHI-NIR training was not only informative on a large-scale, providing an overview of the technology behind NIR analysis, but also very tailored to our use of the instrumentation within our laboratories. Our calibration models were used as examples so that the concepts being taught could be applied to methods with which we are already familiar. In addition, BUCHI was able to provide insight on calibrations that we are currently struggling to create, incorporating advice within the training course. The cherry on top of this training was the fact that the course was brought directly to us and offered on-site at MJN, eliminating any travel for the customer.»

Susan Christopoulos, NIR/QC Senior Lab Analyst, Mead Johnson Nutrition, Zeeland Michigan, USA