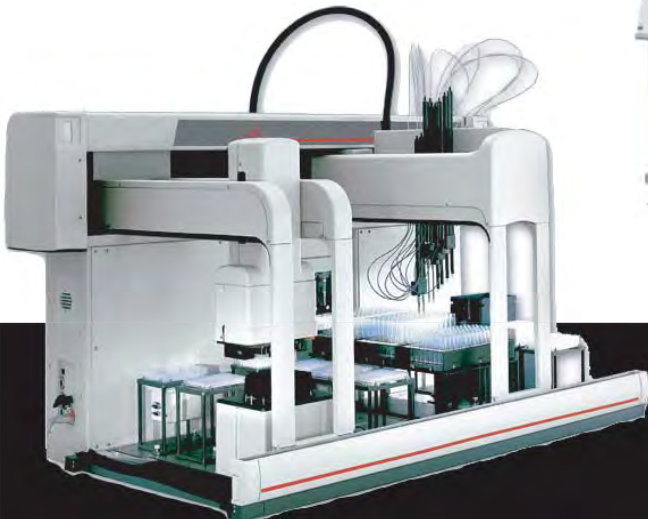
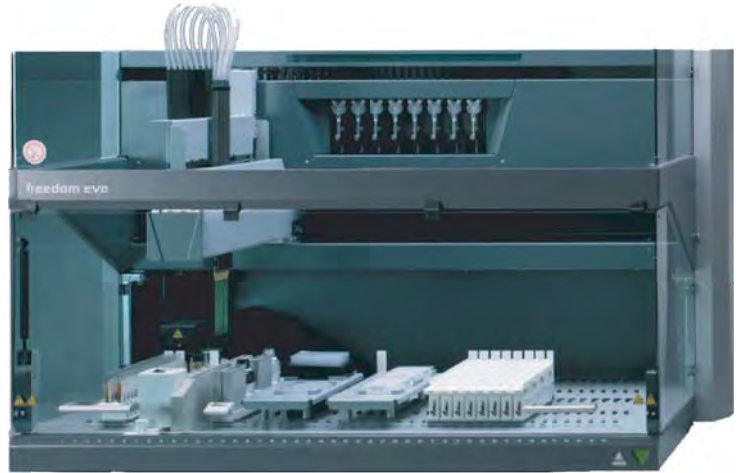


Maintenance Solutions For Plate-Based Instruments



Meet The LabSquad



How can The LabSquad help you?



Your Lab - So many instruments, too many vendors...how can you focus on your research if you also have to hunt down tech support contacts at multiple suppliers? For many researchers, just remembering when to schedule periodic maintenance can be a hassle.

Meet The LabSquad—The LabSquad is a team of highly trained field technicians and online support staff that focus on helping labs ensure that their equipment is kept in tip top operating condition.

With a single phone call, a LabSquad technician can come to your lab and provide routine periodic maintenance services on a variety of instruments. We work around your schedule so you can conduct your research.

... If Your Lab Has

- Liquid Handlers
- Plate Readers
- Centrifuges
- Thermal Cyclers
- Plate Sealers
- Plate Labelers
- Incubators
- Plate Storage Hotels
- Plate Washers
- RT PCR...more

The LabSquad Can Save You Time & Money



Periodic Maintenance



When it comes to preventing major repairs, nothing can prolong the life on an instrument like a routine PM. LabSquad technicians can work with you to schedule manufacturer comparable preventative services that will not interfere with your work schedule. We'll even call you in advance of our scheduled visits to ensure instrument availability.

Quality Support



LabSquad techs are highly trained and work from detailed PM procedures that mirror that of the manufacturer vendor. Our techs have worked on hundreds of lab instruments from all major providers. We can also perform verification or operational quality tests to ensure instrument operation.

Instrument Repair Coordination



In the event of an instrument failure, LabSquad techs can help with initial instrument triage. We coordinate with manufacturers to provide timely repairs so you don't have to. One LabSquad tech can support multiple instruments from numerous manufacturer and the more instruments we can cover in your lab, the more money you can save. LabSquad can even help extend the life of instruments that are no longer supported by the manufacturers due to obsolescence.

Asset Management



All client instruments are tracked in our ERP system so we can schedule services months in advance. LabSquad techs can quickly retrieve all instrument history data, record current status and electronically notify users when work orders are completed. LabSquad techs communicate with our support staff via Skype™ which allows us to get multiple sets of eyes on a particular problem. We use the iPhone camera (where permitted) to highlight instrument issues in real time.



A variety of services to suit your lab's needs...



A low cost maintenance solution for ensuring instrument uptime. During a planned maintenance visit, all Original Equipment Manufacturer (OEM) procedures are followed however parts are inspected and only replaced if they are deemed to be excessively worn or damaged. This alternative approach allows for instruments with low usage to stay in assay-ready condition and still maintain performance. Replacement parts are billed at time of service and users are notified prior to the work completed.



As is often the case, most OEM's perform a comprehensive PM at the beginning of each new contract period as it is the best way to ensure trouble-free operation throughout the remainder of the term. OEM Style PM's from The LabSquad are a cost effective alternative to Full Service Contracts. Based upon procedures which mirror that of the manufacturer, LabSquad technicians will replace all wear parts prescribed by the OEM to forestall major failures.



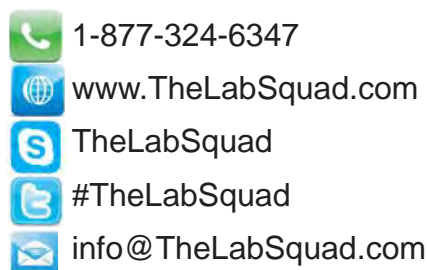
Many labs simply do not have the financial resources to justify routine maintenance or contract coverage for their instruments. Additionally, it may not be wise to sink more money into older or obsoleted instruments. In these cases, LabSquad techs are available on an 'as-needed' basis. Whether your asset base consists of several or several thousand instruments, The LabSquad can assist you with corrective action.



Full Service Contracts are an invaluable tool for labs that cannot tolerate disruptions to their daily workflows. Coverage includes all parts and labor for a period of one year, if at any time the instrument is not performing to manufacturer standards. This Maintenance level includes one or more Inspect & Replace PM visits but does not include labor or parts for failures that arise from mis-use, operator error (such as crashes) or that are script induced.



Many labs, especially those with GxP requirements, have regularly scheduled instrument operation or performance qualification (OQ/PQ) verification as part of their standard operating procedures (SOP's). The LabSquad can provide analytical testing procedures using N.I.S.T. traceable tools with documentation of instrument performance. LabSquad techs can provide instrument and tool certification when required and testing may be conducted separately or in conjunction with PM's.



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