

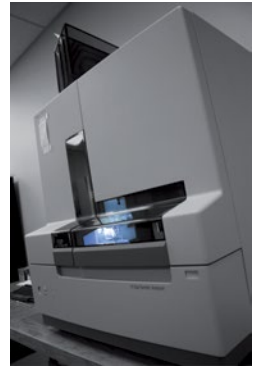
INSTRUMENT SERVICE

DNA Sequencers and PCR / Real-Time PCR cyclers

INSPECTIONS / PREVENTIVE EXAMINATIONS

Do you use a DNA sequencer or Real-Time PCR cycler and want to be sure that your instrument will not let you down when you least expect it?

In order to ensure trouble-free operation of your instrument, we offer regular inspections aimed at verifying the current state of the instrument, functionality of the system and its components, including control units (computers), cleaning, adjustment, and calibration, if necessary.



IPV – INSTRUMENT PERFORMANCE VERIFICATION

Performing the IPV test makes you sure that the results you obtain with your instrument in your everyday practice are reliable.

We will verify, after repairs or servicing, in connection with regular inspections of your instruments, or simply ad hoc, that your instruments comply with their functional specifications. This not only means that they are in good technical condition, but that they provide results that you reasonably expect and require and that may not always be achieved due to the consumables and reagents used. The tests are carried out according to the standards prescribed by the manufacturer.



REPAIRS, SERVICE CONTRACTS AND OTHER SERVICES

Defect diagnosis and repairs

- » We will perform defect diagnosis and suggest a solution within two working days of reporting the defect.
- » We will arrange the delivery of original spare parts.
- » All instruments will be repaired in your laboratory.
- » We provide standard warranty conditions for repairs.
- » We are able to provide analyses of your samples in our service laboratory during the time that your machine is out of order.

Long-term service contracts

Do you want to know in advance how much servicing of instruments will cost in the given reporting period? Do you like security and servicing contracted beforehand?

- » We offer long-term service contracts for all supported instruments.
- » The service contracts may or may not include the supply of spare parts, inspections and other activities that are included in our offer.
- » All service contracts are always prepared to meet your specific requirements, as regards scope and duration.

Technical and application support

Is your device in good technical condition, but you are still not satisfied with the data obtained?

- » We offer consulting and advisory services in connection with the operation of your instrument and help solve problems arising from its use, mainly on the basis of the results and other data provided by you.
- » We analyse problems and recommend steps for their removal, or we participate personally in solving application problems in your laboratory.

Calibration

- » We perform all types of calibrations of DNA sequencers (spectral calibration for any dye set) and Real-Time PCR cyclers (calibration of ROI, background, pure dyes), including resolving potential problems (cleaning of optical subsystems, etc.)

Moving instruments

- » If you need to move your instrument to another laboratory, building or town, we will prepare it for the removal, especially by fixing its moving parts and packaging it.
- » After moving, we will put the instrument back into operation and verify its functionality.

TRAINING COURSES FOR DNA SEQUENCERS

Many labs use ABI genetic analyzers for years. Present users and operators of these instruments may have never participated at training which had been delivered long time ago (typically after the instrument installation) and therefore users and operators may lack the necessary knowledge.

We offer (regular) RE-training for current or new instrument / software users for very affordable prices. These trainings take place in your lab and we use your software and instrument to give you exactly the information you need. This offers an opportunity for you and us to focus on your specific needs.

- » We cover full portfolio of ABI genetic analyzers: 310, 3100, 3130/xl, 3500/xl, 3730/xl.
- » We cover all related software packages.
- » Trainings are delivered in English.

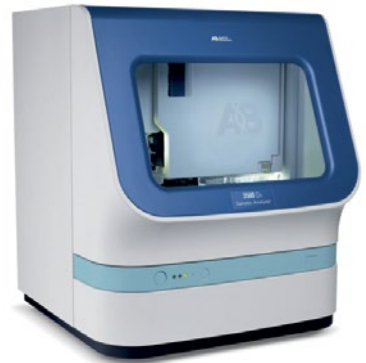
SEQUENCERS

- UPGRADE TO WIN 7 / WIN 10

You have purchased and operate a DNA sequencer with Windows XP or Vista operating system and you are concerned about its long-term serviceability (particularly in connection with the termination of operating system support by Microsoft)?

You have invested considerable funds in the programmes for the operation of the sequencers (software for data collection) and results evaluation (programmes for evaluating the results of DNA sequencing and/or fragment analysis) and you do not want to spend more funds for their update to the new operating system?

- » Do not spend money on unnecessary software updates!
- » We guarantee operation of your computer with the existing operating system, even when the support by Microsoft expires!



SUPPORTED INSTRUMENTS

DNA sequencers (genetic analysers) Applied Biosystems®

Models 310, 3100, 3100-Avant, 3130, 3130xl, 3500, 3500xl, 3730, 3730xl

Real Time PCR cyclers

Models of Applied Biosystems® 7300, 7500, 7500 Fast, 7900HT, StepOne, StepOnePlus

For cyclers of other vendors please inquire.

PCR cyclers

All instruments by Applied Biosystems®

Temperature validation is performed for all PCR cyclers by all manufacturers.

SERVICE TECHNICIANS AND CERTIFICATION

We have long experience with servicing and technical support for DNA sequencers and Real-Time PCR instruments (more than 20 years of combined experience in the care of these instrument).

- » We specialize in servicing instruments by Applied Biosystems®.
- » We have certificates of training provided by the manufacturer.

»We use certified measuring equipment and original servicing equipment.



Applied Biosystems® is a registered trademark of ThermoFisher Scientific.

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SEQme – Your service provider in DNA sequencing and Real-Time PCR.