

TECHNICAL SERVICES

Bio-Strategy Laboratory Products is a locally owned and run company with combined engineering experience of over 100 years in the service team. During this time we have built a reputation for providing customers with excellent products backed with sound technical advice. To support this programme, Bio-Strategy Laboratory Products maintains three local Service Centres in Australia and Service Engineers are available in every State.

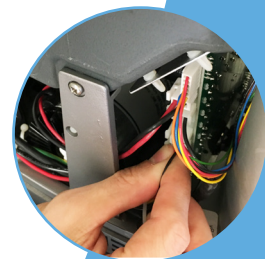
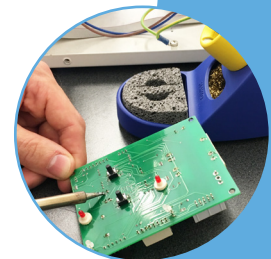
We have an extensive knowledge and a wide range of manufacturer original spare parts for the following equipment:

- Autoclaves
- Centrifuges
- Concentrators
- Freezers
- Furnaces
- Hot Plates
- Incubators
- Ovens
- PCR's
- PH Meters
- Plate Readers & Washers
- Refrigerators
- Shakers & Rockers
- Spectrophotometers
- Stirrers & Mixers
- Storage Vessels
- Thermostats
- Ultrasonic Baths
- Water Purification Systems
- and more...

SPECIALIST SERVICES

Providing a unique combination of service and support for all your equipment.

The condition and life span of equipment is critical for the most essential tasks in the laboratory. We developed Equipment Services to help keep your laboratory equipment up and running which gives you peace of mind. We do this by offering complete service solutions from installation, after sales service and compliance to the supply of original spare parts.



TECHNICAL SERVICE
Bio-Strategy
Laboratory Products

TECHNICAL SERVICES
Installation | Compliance | Maintenance

T: 1800 677 770
W: bio-strategy.com
E: service.au@bio-strategy.com

On-Site Repairs




We have a team of experienced, factory-trained electronic engineers who are fully conversant with your equipment. They are skilled in maintaining cryogenic and -80°C freezers, plasma freezers, dewars, blood bank and pharmaceutical refrigerators, centrifuges, a range of incubators and temperature controlled equipment. We service Elga Laboratory Water Purification equipment to keep your laboratory using the best quality water possible. Our engineers are equipped with traceable test instrument so you can be assured of the quality and results of your equipment.

In-House Repairs

Our factory-trained, in-house engineers will inspect, estimate and quote the cost of your repair within 3 to 4 days of receiving the item.

- We can arrange to collect items for estimate service
- If an item is beyond economical repair, we will inform you of the repair cost and price of a new replacement unit for your consideration

OUR SERVICE CONTRACT PACKAGES

-  **Gold Services:** (Parts + Breakdown Labour + Travel + Preventative Maintenance Visit)
-  **Silver Services:** (Breakdown Labour + Travel + Preventative Maintenance Visit)
-  **Bronze Services:** (Preventative Maintenance Visit)

SERVICES

- IQ/OQ
- Support
- Service Contracts
- Calibration Service
- In-house and on-site repairs
- Total Equipment Management
- Onsite Service in all States

Total Equipment Management

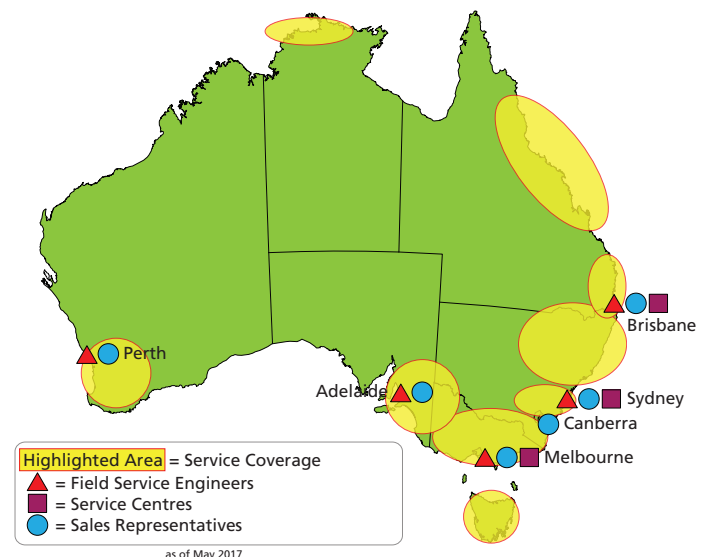
Covering a wide range of instruments and equipment from sophisticated Imaging Systems to the trusty workhorse balance, centrifuge or freezer, Bio-Strategy Laboratory Products is able to satisfy a one-off requirement or tailored package for your complete laboratory inventory. This means that you don't have to worry about managing a host of contracts for different instruments from different companies – one call will do it all.

Contracts - Superb Value & Simple Pricing

We believe that all equipment, serviced regularly, will give a higher degree of performance and reliability. Such protection can be provided by a Service Contract which guarantees the end user reassurance and peace of mind at a known cost.

- Scheduled checks
- Minimal downtime
- Discounts on spare parts

EQUIPMENT SERVICE CAPABILITIES



For more information on specific Agencies and Equipment/Instruments we service please contact:

TECHNICAL SERVICE
Bio-Strategy Laboratory Products

T: 1800 677 770 | W: bio-strategy.com
E: service.au@bio-strategy.com

