

A HIGHER STANDARD™ OF

SERVICE



Avantik, **A Higher Standard.**



Avantik® is a dedicated partner and supplier to healthcare facilities, independent laboratories, and physician office laboratories nationwide.

With over 50 years of experience servicing and supporting histology equipment, we bring **A Higher Standard** of superior service and repairs, high-quality equipment, and consumables.

Our Promise

Avantik brings together guaranteed products and services to support every aspect of your lab operations.

- ❖ Broad Range of Histology & Mohs Lab Consumables
- ❖ Quality Lab Equipment
- ❖ Exceptional Service & Repair

Avantik recently partnered with **Water Street Healthcare Partners**, a strategic investor focused exclusively on healthcare, to accelerate our expansion. Together, we will continue to build on Avantik's legacy as a trusted provider to diagnostic laboratories.

Contact Us Today!

avantik-us.com

800.783.9424

The Avantik Service Difference

Customer-Driven With **Over 50 Years** of Experience

Avantik specializes in equipment services and partnership to support your laboratory equipment.

- ❖ Knowledgeable, trained technicians and personalized technical support
- ❖ Reduced downtime with 24 hour response time on emergency services and repairs
- ❖ Vendor consolidation to streamline servicing your laboratory equipment

Our Standard of Service

- ❖ 90% + First Time Instrument Fix-Rate
- ❖ Nationwide Service Within 24 Hours
- ❖ Over 85,000 Replacement Parts in Stock
- ❖ 180 Courtesy Loaner Instruments On Hand

Our **qualified team and consultative partner approach** helps laboratories maximize resources, increase productivity, reduce costs, simplify processes, and minimize downtime.

Knowledgeable Technicians

Our Technicians

Our technicians are certified on all major equipment brands and models through the Avantik Training Academy, which blends formal instrument training with real world experience.

We offer a comprehensive, **6 Step Training Program** that enables our technicians to provide the highest standard of equipment service.

- 1 | Onboarding, Technical 101, Histology Lab 101
- 2 | Customer Relationship Management & Satisfaction
- 3 | Preventative Maintenance Protocols, General & Instrument Specific
- 4 | Routine Diagnosis, Repair and Assessments
- 5 | Instrument-Specific Advanced Diagnosis, Repair, and Rebuild
- 6 | Master Engineer Certification & Trainer

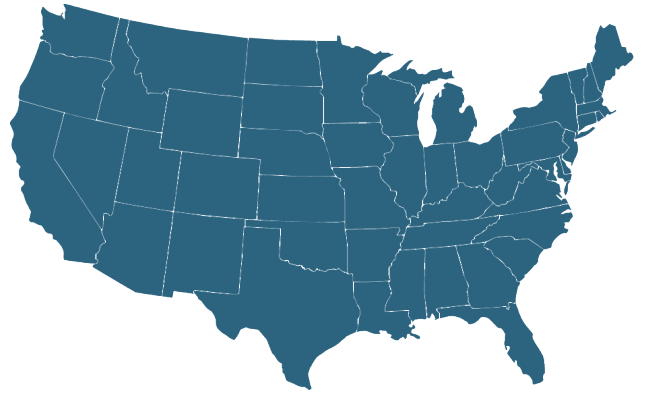
Our Tech Support

For When You Just Need **Someone to Call**

Our telephone application support, diagnostic consultation, and troubleshooting services are available to support your ongoing laboratory needs.

Peace of Mind,
Guaranteed Every Day.
Avantik, **A Higher Standard™**

Nationwide Service



Our 24 Hour Response Time

Reduce your laboratory downtime in a proactive way to maximize uptime and minimize equipment downtime.

- ❖ 24 hour response time on all emergency service and repairs
- ❖ Over 85,000 replacement parts in stock for all equipment types
- ❖ Customer service is anchored in constant communication and immediate service dispatch
- ❖ More than 180 courtesy loaner instruments on hand to keep you up and running

Our PM Advantage

Preventative maintenance provides peace of mind that your equipment will function properly.

Our Service Team Has A

90% +

First Time Fix-Rate

Quality & Assurance Expertise

Avantik performs above and beyond the manufacturer's recommended service requirements. Our PM technicians have been rigorously trained to achieve expertise in all repair and service needs.

Proactive & Flexible Scheduling

We manage your PM schedules for you and communicate your maintenance reminders. Our team works with you for the ideal appointment time that works best for your laboratory.

Documentation & Storage

Avantik maintains detailed maintenance records and service reports on every piece of equipment and provide same-day service reports through email. We keep a record of, and store, all service reports.

Vendor Consolidation

Our Streamlined Equipment Services

Avantik provides expert maintenance, repair, and support services for a wide range of laboratory equipment. We are always expanding our capabilities so be sure to contact us if you have a specific equipment need.

Equipment	Brands
Cassette Printers	Epredia, General Data, Leica, Primera, Sakura, Thermo Scientific
Coverslippers	Epredia, Leica, Sakura, Thermo Scientific, Hacker
Cryostats	Avantik, Epredia, Leica, Sakura, Thermo Scientific, Shandon
Embedding Centers	Avantik, Epredia, Leica, Sakura, Thermo Scientific
Microtomes	Avantik, Epredia, Leica, Olympus, Sakura, Shandon, Thermo Scientific
Slide Printers	Avantik, Epredia, General Data, Leica, Matsunami, Primera, Sakura, Thermo Scientific
Stainers	Avantik, BioGenex, Dako, Epredia, Leica, Sakura, Thermo Scientific
Tissue Processors	Avantik, Epredia, Hologic, Leica, Sakura, Thermo Scientific
Fume Hoods/Grossing Stations	Avantik, Airfilttronix, Air Science, Mopec, Mortech, Mystaire, Labconco, Thermo Scientific

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Service Level Options

Our Expertise

Through our consultative approach, we develop the best plan for you to achieve maximum instrument performance. We partner with you to develop the right combination of optimal equipment coverage and budget.

Service Options	Tier 1	Tier 2	Tier 3
One Annual Preventative Maintenance Visit Per 12 Months	✓	✓	✓
Detailed Equipment Maintenance Reports	✓	✓	✓
Automatic Maintenance Scheduling And Contract Renewal Notifications	✓	✓	✓
Guaranteed Rapid Response Time	✓	✓	✓
Multi-Year Contract Special Pricing Available	✓	✓	✓
Full Access To Technical Assistance Hotline	✓	✓	✓
Emergency Service Evaluation and Repairs	✓	✓	✓
Loaner Equipment Provided If Needed	✓	✓	✓
Travel And Labor Included For Service Calls		✓	✓
Parts Included*			✓
One Annual PO			✓

*Accessories, filters, ink cartridges, anti-roll plates and consumable items not included.

Avantik, **A Higher Standard.**

Partner with Avantik and benefit from our **Higher Standards** of customer satisfaction and guaranteed products and services.

- ❖ **90% + First Time Instrument Fix-Rate**
- ❖ **Nationwide Service Within 24 Hours**
- ❖ **Over 85,000 Replacement Parts in Stock**
- ❖ **180 Courtesy Loaner Instruments On Hand**



SCAN NOW

to Experience *A Higher Standard*
of Service

Peace of Mind,
Guaranteed Every Day.
Avantik, **A Higher Standard™**

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