



SERVICE  
TOTAL **WORKFLOW** CONTROL<sup>SM</sup>



# SERVICE

## TOTAL **WORKFLOW** CONTROL<sup>SM</sup>

Well-maintained equipment is essential to keeping your laboratory operating at peak performance.

At Avantik, we firmly understand that having control of your workflow matters; that inoperable equipment results in unnecessary downtime. We know how important preventative maintenance, and fast, quality, equipment service is in order to maintain flawless lab operations. Avantik is here to help you achieve total workflow control.

### Our Promise.

- A consultative-approach to your needs by a dedicated team of specialists
- Personal and superior service
- 100% guaranteed satisfaction with every job



Barry Patterson  
Managing Director



Randal Patterson  
Senior Director | Service



## You can depend on Avantik...

We will help you ensure that everything in your laboratory is running the way you want and need it to.

## That's Our Promise.

# The Avantik Service Difference...

## { **Customer-Driven with 40 Years of Experience**

We've been servicing histology and pathology equipment since 1980; we know what it takes to keep your lab in continuous operation. Every Avantik employee is dedicated to one primary goal – that our customers' needs are met with 100% satisfaction. Every one of us is here to serve you.

## { **Knowledgeable, Trained Technicians**

All of our technicians are certified on all major equipment brands and models through the Avantik Training Academy, which blends formal instrument training with real world mentorship. Extensive and ongoing training from industry leading equipment manufacturers is core to our training program. A 97% first time instrument fix-rate is proof of our expertise.

## { **Rapid Response Guaranteed**

When you need us most, you can count on us to be there. We provide 24-hour guaranteed response time on all emergency service and repairs. With over 75,000 replacement parts in stock for all equipment types and more than 180 courtesy loaner instruments on hand, we have what it takes to get you back up and running.

## { **Technical Support**

Sometimes you just need someone to call. Our telephone application support, diagnostic consultation and troubleshooting services are available to support your ongoing laboratory needs.

# Eliminate Downtime

## with Preventative Maintenance...

Preventative maintenance gives you peace of mind that your equipment will work properly when it's needed. It's a pro-active way to maximize uptime and minimize equipment downtime for continuous workflow in your lab.

### Our Unique Benefits:

#### { **Quality & Assurance Expertise**

We perform 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 with you via maintenance reminders.

We understand your lab's busy schedules and work with you for the ideal appointment time that works best for your lab.

#### { **Documentation and Storage**

We maintain detailed maintenance records and service reports on every piece of equipment and provide same day service reports via email. We keep a record of and store all service reports.

“Any dealing we have with this company, it is always quick and easy. Never any issue! Always prompt!”

Stony Brook Southampton Hospital, Southampton, NY



# Guaranteed Partnership Programs that Work for You

Every lab is different. Avantik offers comprehensive programs tailored to your specific needs.

## Service Partner Program Options:

Through our **consultative approach**, we will develop the best plan for you to achieve maximum instrument performance. Whether you are a small lab, or a high-volume lab with demanding schedules, **we partner with you** to develop the right combination of optimal equipment coverage and budget that will give you total **peace of mind**.

# The Avantik Training Academy

# Certifying Excellence

Every one of our technicians is certified through the Avantik Training Academy. Our expertise is a result of ongoing hands-on training and mentorship programs. We are committed to education and training for every service technician to better support you.

- Continuous education of industry lab workflows and trends
- A blend of formal instrument training with real-world mentorship
- Extensive and ongoing training from industry leading equipment manufacturers
- Formal accredited classroom training
- Weekly cross-sharing and collaborative service team discussions on real-life lab experiences
- Continuous review and training on new industry equipment and instruments



Call us today! **1.800.783.9424**

# Brands & Equipment We Service

<b>Cassette Labeler</b>	General Data, Leica, Sakura, Thermo
<b>Coverslippers</b>	Leica, Sakura, Surgipath, Thermo, Hacker
<b>Cryostats</b>	Avantik, Leica, Sakura, Thermo, Shandon
<b>Embedding Centers</b>	Avantik, Leica, Sakura, Thermo
<b>Microtomes</b>	Avantik, Leica, Olympus, Sakura, Shandon, Surgipath, Thermo
<b>Slide Labelers</b>	Avantik, Leica, Sakura, Thermo
<b>Stainers</b>	Avantik, BioGenex, Leica, Sakura, Thermo
<b>Tissue Processors</b>	Avantik, Leica, Sakura, Thermo
<b>Fume Hoods/ Grossing Stations</b>	Avantik, Air Science, Mopec, Mortech, Labconco, Thermo

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**.



# ACHIEVE

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[avantik-us.com](http://avantik-us.com)

800.783.9424