



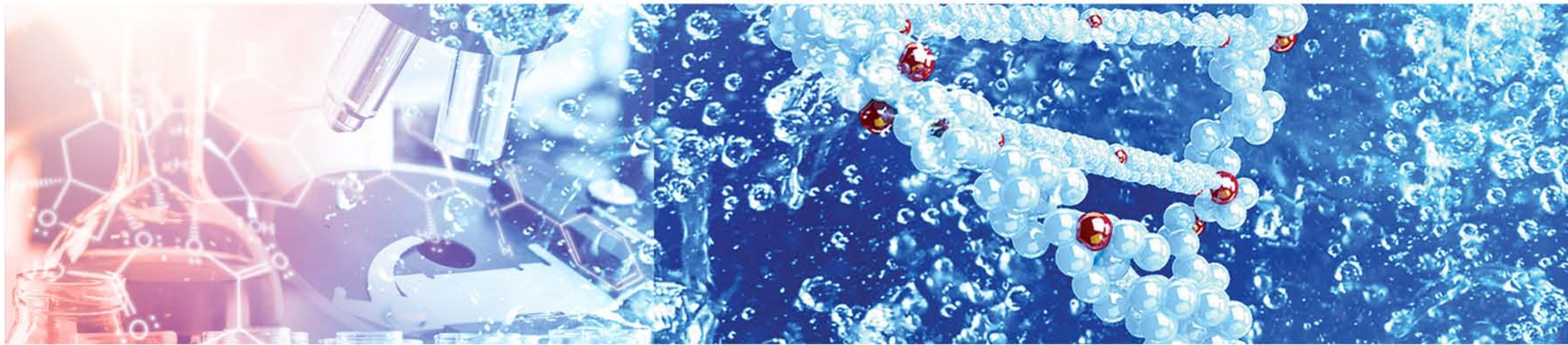
*BioAnalytical*  
INSTRUMENTS

Service and Support **Excellence**

## Our Laboratory equipment **compliance services**

- ✓ **Installation Qualification (IQ):**  
Documented verification that the equipment is installed to manufacturer's specifications and/or user requirements.
- ✓ **Operation Qualification (OQ):**  
Documented verification that equipment (as installed) operates as intended according to manufacturer's specifications.
- ✓ **Requalification (RQ):**  
Operational tests are performed after a corrective maintenance service, any other significant change to the instrument or equipment move of location. Depending on the type of repair/change, a full or partial OQ may be required.
- ✓ **Preventive Maintenance (PM):**  
It is regularly performed while the equipment is operating normally to reduce the likelihood of failure to avoid unexpected breakdowns and increased costs or downtime. A typical PM procedure includes inspection, cleanup, replacement of worn parts, tuning, etc. The standard set of procedures is intended to ensure instrument performance is at or near the same levels achieved at the time of installation.
- ✓ **Calibration:**  
A periodic verification of the equipment to review that results are accurate within specified limits, compared to traceable standards of measurement. Adjustments are made and documented if required. The procedure is performed using the associated SOP and with calibrated tools and standards with NIST traceability.
- ✓ **Temperature Mapping (TM):**  
Provides data measured at different temperatures and locations, door opening recovery tests, backup system testing, and a variety of checkpoints, best suited for cold storage and incubation equipment.

## Trusted original equipment manufacturer services



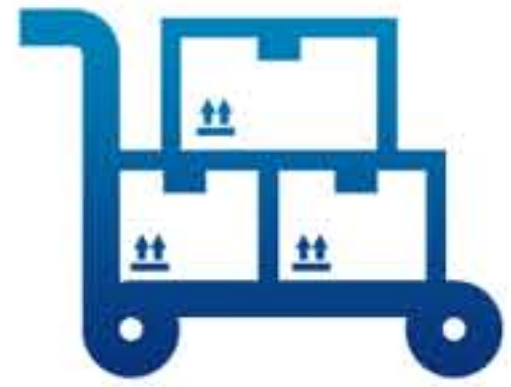
- Our Field Service Representatives are factory-trained and have the instrument knowledge to accurately perform installation, maintenance, repair services, calibration, and qualification services, and can provide proof of accuracy. We offer you quality instrument support throughout a unit's lifecycle.
- Have access to a network of professionals and resources to ensure instrumentation is always with the latest updates and qualified according to specifications.
- We know our products better than anyone in the industry and offer active local support.
- Our comprehensive documentation package for regulatory audits provides accurate and detailed information and ensures audit readiness for regulated environments. Detailed SOP and documentation are used.

## Additional **strenghts of services**



Service Contracts are available.

---



The stock of spare parts and consumables

---



All of our tools and standards used within our services and qualifications are certify with NIST traceability.

---



SOP's in place and follows for every service.

---



Calibration Certificates are provided.

---



Our response time is 48 hours, within 90% of the cases.

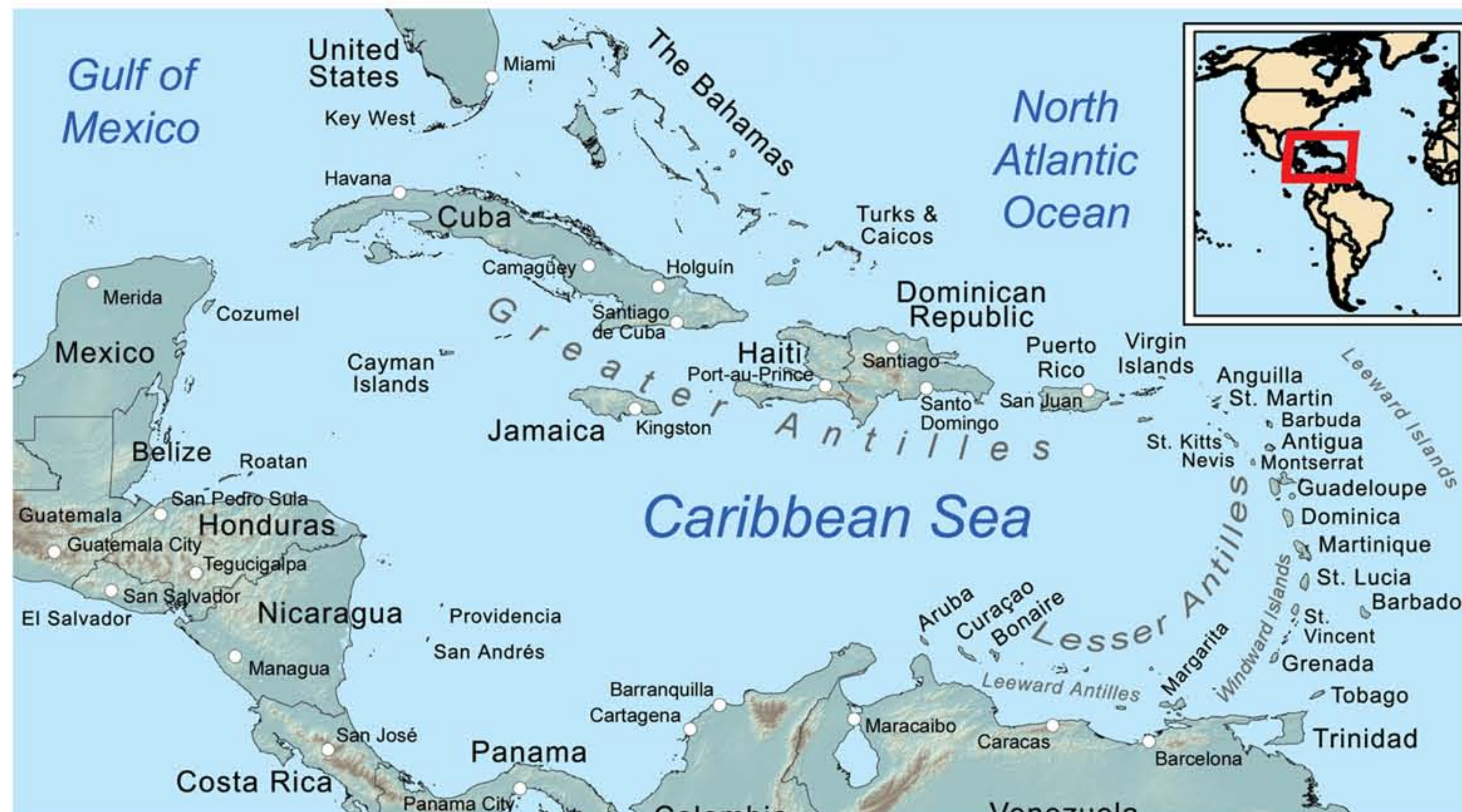
---



Proven Track record: Thirty (30) years experience on the market. Bioanalytical was founded on 1989.

## Our Mission

To achieve total customer satisfaction before, during, and after the sale of analytical and scientific instruments designed for bioresearch, diagnostic and quality control of drugs and materials in general. Our commitment includes complete and continuous support to our customers through professional and highly trained personnel and also, a commitment to quality and excellence in all that we do.



**Bioanalytical**, with two sister companies: **Bioanalytical Instruments**, located in San Juan, Puerto Rico and established on December 1, 1989, and **Bioanalytical Dominicana**, located in Santo Domingo, Dominican Republic and established on December 5, 2014, has become a leader company in the sales and services of analytical and scientific equipment in the Caribbean Area, including countries such as Aruba, Bahamas, Barbados, Cayman Islands, Curazao, Haiti, Jamaica, Nevis/St. Kitts, St. Lucia, Trinidad, US Virgin Islands, among others, including Guyana and Surinam in South America.

We are known as "The Specialization Center of analytical and scientific instruments."

We count with a full factory trained and certify sales and service groups to back up every single instrument we sell. Your investment is guaranty with us.

**For complete information** on our products and services, visit our page: [www.bioanalytica.com](http://www.bioanalytica.com)



# BioAnalytical

[www.bioanalytica.com](http://www.bioanalytica.com)

## PUERTO RICO

### Physical Address:

1828 Calle Reina  
de las Flores  
Suite 203, Bo. Monacillos  
San Juan, PR 00927

### Postal Address:

PO Box 270021  
San Juan, PR  
00928-2821

### Phone:

787.762.3030

### Fax:

787.757.1710

## EMAIL ACCOUNTS:

### Sales Department:

[biosales@bioanalytica.com](mailto:biosales@bioanalytica.com)

### Order Desk:

[biosales@bioanalytica.com](mailto:biosales@bioanalytica.com)

### Service Department:

[service@bioanalytica.com](mailto:service@bioanalytica.com)

### Accounting Department:

[accounting@bioanalytica.com](mailto:accounting@bioanalytica.com)

## DOMINICAN REPUBLIC

### Physical Address:

Ave. Bolívar No. 230,  
Esq. Calle 3ra Torre  
Empresarial las Mariposas,  
Piso 7 La Julia,  
Santo Domingo, Rep. Dom.

### Postal Address:

Ave. Bolívar No. 230,  
Esq. Calle 3ra  
Torre Empresarial las  
Mariposas, Piso 7 La Julia,  
Santo Domingo, Rep. Dom.

### Phone:

809.535.3170

## EMAIL ACCOUNTS:

### Administration:

[irma\\_concepcion@bioanalytica.com](mailto:irma_concepcion@bioanalytica.com)

### Order Desk:

[biosales@bioanalytica.com](mailto:biosales@bioanalytica.com)

### Sales Department:

[biosales@bioanalytica.com](mailto:biosales@bioanalytica.com)

### Service Department:

[service@bioanalytica.com](mailto:service@bioanalytica.com)

### Accounting Department:

[accounting@bioanalytica.com](mailto:accounting@bioanalytica.com)