



piccolo^{xpress} chemistry analyzer

FAST, EASY, ACCURATE ON-SITE CHEMISTRY TESTING

HELPING YOU DEVELOP AND MAINTAIN A SUCCESSFUL LABORATORY OPERATION.

At Abaxis, exceptional service is more than just a promise, it's our commitment to you as part of our total customer satisfaction policy. It starts from your first introduction to the Piccolo Xpress™ and continues on long after you become an Abaxis customer.

WE LOOK FORWARD TO SERVING YOU. CONTACT ABAXIS CUSTOMER AND TECHNICAL SERVICE AT:
1-800-822-2947

EXCEPTIONAL CUSTOMER SERVICE



○ LIVE ON-SITE CONSULTATIONS

- Regional representatives travel to your facility
- Provide on-site demonstrations of the Piccolo Xpress™ analyzer capabilities
- Provide detailed financial analysis, showing you how the Piccolo Xpress™ can generate profits

○ LIVE WEB-BASED INSTALLATION AND TRAINING

- Abaxis ensures shipment of all the necessary materials for installation and training
- Live training and installation of your Piccolo Xpress™ performed via Internet webcast
- All operators will be fully trained on the use of the instrument as well as the regulations that govern chemistry analysis. Graduates receive a certificate of completion

○ PROACTIVE TECHNICAL SUPPORT AND ASSURANCE

- Our technical support staff is available from 8:00 a.m. to 8:00 p.m. EST, Mon-Sat
- We will contact you regularly to ensure that your lab is running smoothly
- You will be contacted 4 times per year to maximize your on-site lab operations
- Overnight shipping of loaner instruments should a malfunction occur
- 1-year standard warranty covering all instrument defects in materials and workmanship



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