



bio-strategy
delivering technology

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Dear Customers,

As part of Bio-Strategy's continuing dedication to improving our customer support, we would like to ensure you are aware of our process for logging breakdown and service-related queries with our service department.

Please send all service-related queries, including breakdown reports, to our dedicated service email address, service.au@bio-strategy.com.

To ensure we can respond in as quick a time as possible, please follow the template below to ensure all required information is received:

Subject line: EpreDia – SN# 12345 at Example Hospital or Institute

Please include the following in the body of the email:

1. Instrument Type
2. Description of issue
3. Best contact details including name, direct phone number, email address.
4. Instrument location, e.g. Laboratory XYZ, level 3, Clinical Sciences Building

Providing this information will allow our service team to action your request as efficiently as possible and ensure any instrument downtime is limited. Once the query is logged, you will be promptly contacted by a Bio-Strategy engineer from your area who will assist with resolving the issue and arrange a suitable time to attend on site if required.

Bio-Strategy is committed to delivering excellent and efficient service and support to all customers. Thank you for your patience as we achieve this goal and build a strong relationship with our EpreDia customer base going forward.

For further information, please feel free to reach out to any of our Bio-Strategy staff:

Mark Prowse Commercial Manager mark.prowse@bio-strategy.com +61 447 542 554

Steve Marks Service Manager steve.marks@bio-strategy.com +61 466 898 876

Tony Chung EpreDia Product Manager tony.chung@bio-strategy.com +61 419 961 454

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Or our Service Administration team on 1800 008 453 or at service.au@bio-strategy.com

Mark Prowse
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