



**INTERLINK
SCIENTIFIC
SERVICES**

www.iss-gb.co.uk

Interlink Scientific Services Limited,
12 Swan Business Park
Sandpit Road,
Dartford
Kent DA1 5ED

Tel: +44 (0) 1322 285850



About Interlink Scientific Services Ltd

Interlink Scientific Services Ltd has been steadily increasing over the last 11 years both in size and reputation in the UK market place. It started in 1996 and has built its success on the founder members personal commitment to "Service with Integrity". That commitment has remained unchanged as the company has grown.

No other company in this industry is better equipped to meet your analytical instrument and service needs. Our support of most major instrument manufacturers in the marketplace is un-surpassed, with our continued growth and success allowing us to support all of our customers in their service requirements.

Our commitment to service and support

We are committed to helping laboratories become more efficient and profitable with our high quality, low cost alternative solution. We will provide you with the highest level of support for your laboratory and our goal is that you consider us to be an integral part of your company.

Where are we based?

Our service organisation is based at our headquarters in Dartford and includes service workshop and stock holding facilities.

Our engineers are field based and located in geographically suitable areas to ensure a prompt service to our growing customer base.



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What can Interlink Scientific Services Ltd offer you?

Service Support

Our service team has the unique capability of offering you a high quality service and support package throughout many leading manufacturers product ranges. When I.S.S. becomes your service partner you will receive :-

Expertly trained, highly qualified field service engineers who are able to respond rapidly and professionally to your needs. They are fully equipped to enable efficient response to any situation that may arise.

'Off the shelf' or bespoke service contracts for a wide range of laboratory instruments.

Performance Qualification checks post service to guarantee the instruments performance.

Supply of spares and consumables for all major instrument manufacturers.

A range of laboratory instruments for sale with documented performance guarantees.

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Laboratory Instrument Support

I.S.S. Instrument Support

Our organisation has office based staff dedicated to supplying the instrument support and technical assistance you require.

When you place a request for support, you only need to make one call to our office and we will co-ordinate your enquiry to ensure you get the information you require and a prompt, efficient response.

We can also put you in direct contact via telephone or E:mail to the relevant person within I.S.S. to help you with any technical assistance you may require.

Hardware and Software Assistance

Product support when you need it most

When you require hardware or software support on your instruments, we recognise the importance of responding to your enquiry in the fastest time possible to ensure the minimum amount of downtime.

During the lifetime of your equipment, you have access to our technical support team and engineering staff to assist you with any enquiries you may have.

All calls for assistance are coordinated through our office, enabling your enquiries to be promptly answered.

We offer a wide range of hardware and software support to ensure compliance of your system with any future regulatory requirements.



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Training courses to meet your requirements

The more you understand the instrument, the more productive it will become in your laboratory

As a valued I.S.S. customer, we can offer you software and hardware training courses at regular intervals or on demand. Our exclusive training courses can be held at either your site or at our headquarters in Dartford.

We can offer courses dedicated to laboratory technicians who need instruction on basic operation and maintenance of your instruments and in addition, offer a range of customised courses that are specific to our customers who have their own internal technical service departments or specific training needs.

Further information on our training courses can be obtained by calling our office.

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Instrument validation and certification

Do you work within an ISO, MCA or FDA regulated environment?

Interlink Scientific Services Ltd can offer a wide range of products to assist you in meeting your compliance requirements.

We can offer your organisation off the shelf or bespoke Performance Qualification (PQ) protocols to aid you in your laboratory compliance needs.

Our team can also provide you with the validation certification required for all aspects of GLP/GMP and ISO regulated areas and we work in partnership with the UK's leading pharmaceutical companies to ensure that our protocols meet the high standards that are expected in a regulated laboratory environment.

In House Repairs

Let us make your tired instruments spotless and operate like new!

Our in-house repair facilities located in our head office are fully equipped to evaluate, refurbish and repair your instruments all the way down to component level.

We offer the following :-

- Discounted Hourly Service Rates.
- Equipment can be repaired at our offices eliminating travel charges.
- Identification of intermittent or chronic analytical problems.
- Loan instruments can be provided for a nominal charge.



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Non contract repairs

Do you require repairs on the instrument but have no budget left for service contracts?

We are happy to offer a non contract repair on instruments that you do not have service cover on. This is ideal for customers who have limited operating budgets but still require a high quality service on their instruments.

We offer the following :-

- On site repair or service at our current labour and travel rates.
- Equipment can be repaired at our offices eliminating travel charges.
- All parts needed for the repair will be invoiced at our current list prices.
- Loan instruments can be provided for a nominal charge.

Why do you need an I.S.S. preventative maintenance contract?

How equipment cover benefits you

Preventative Maintenance is required to minimise the occurrence of equipment failure as well as to extend the service life of your laboratory instruments. A correctly functioning instrument means less downtime and more productivity in your laboratory.

In order to obtain the highest performance of your laboratory instrumentation, the maintenance procedures include inspection, cleaning, configuration and verification of the instruments performance.

All measuring equipment used by I.S.S. engineers are regularly maintained and traceable to accredited UK standards suppliers.

All procedures are performed within the strict guidelines outlined by I.S.S. and are regularly reviewed.



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Whose and what equipment can we service?

Which equipment in your laboratory can we service?

The list is growing rapidly as we are currently working in partnership with some of the UK's largest pharmaceutical companies to bring new instruments on board. If your instrument type is not on the list then please do not assume we cannot work on it until you have spoken to us. We currently work on :-

HPLC, GC, GCMS, LCMS, Dissolution baths and a broad range of spectroscopy instruments.

What are the financial benefits to you?

Are your laboratory equipment servicing budgets beginning to give you a headache!

At Interlink Scientific Services, we charge considerably less for servicing your instrumentation and normally utilise spares from the same source as those supplied by the manufacturer.

If your laboratory contains a mixed assortment of instruments, we can offer considerable financial savings.

Think of how convenient it will be to have all your preventative service work handled by one company, saving you time and money as we can do all the scheduling if it is required.



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What type of service contracts can we offer you?

In short, whatever type is appropriate to you and your laboratory, 6 monthly performance checks or yearly preventative maintenance with full performance qualification after

We offer many types of service contracts and can design bespoke ones to ensure all your needs are met.

When your equipment is covered by an I.S.S. service contract, you have the assurance that your equipment is being serviced by qualified engineers and that priority is given to callouts and service visits which have been requested by contract holding customers.

What is included in a preventative maintenance contract?

Preventative Maintenance means minimised downtime

The contract term is for 1 year.

- 1 or 2 preventative maintenance visits will be performed during the contract period at times specified by you.
- Work and travel hours are charged at a reduced rate.
- Consumable parts used are charged at a reduced rate.
- Priority is always given to contract customers when engineer time is scheduled.

Further information on preventative maintenance contracts can be obtained from our head-office.



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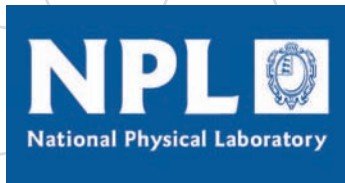
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National Traceable Liquid Standards

**The traceability and confidence we can offer
your company**



The key factor in our success of performing PQ's on all makes and models of analytical instrumentation is our use of qualification methods which are traceable to nationally recognised standards.

All of the standard manufacturers instrument modules can be covered by our independent PQ facility.

We can also supply you with NPL traceable standards for you to perform your own in-house checks on the instrumentation if necessary.

Summary of Interlink Scientific Services

6 key points to remember about ISS

We have :-

- The ability to PQ all manufacturers instruments.
- Full, proven and detailed operational procedures.
- Nationally traceable calibrators and standards.
- Formal certificates of successful performance qualification which are produced on site before we leave.
- Traceably trained performance qualification engineers.
- Independence of OEM's and user company.



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