

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.

Here's what exceptional service means to you:

Live On-Site Demonstrations

- Regional representatives travel to your facility
- Provide on-site demonstrations of the Piccolo xpress[™] analyzer capabilities
- Provide custom ROI analysis, showing you how the Piccolo xpress[™] can pay for itself

Live On-Site Installation and Training

- Abaxis ensures shipment of all the necessary materials for installation and training
- Abaxis representatives travel to your facility and perform live training and installation of your Piccolo xpress[™]
- All of your designated 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

Comprehensive Laboratory Policy & Procedure Initiation

- Abaxis provides a professional laboratory consultant for our customers with moderately complex labs
- The laboratory consultant ensures that the proper policy and procedures manual is in place prior to live testing
- The policy and procedures manual is required by CLIA and state regulations

Proactive Technical Support and Assurance

- Abaxis provides a 2-year standard warranty for every Piccolo - twice what other manufacturers provide
- Our knowledgeable and helpful technical support staff is available from 8:00 a.m. to 8:00 p.m. EST, Mon-Sat
- Our technical support staff will contact you regularly to ensure that your lab is running smoothly
- Abaxis provides reagent disc credits for any Piccolo reagent disc that cancels during a run - for any reason
- If your instrument should malfunction, Abaxis will overnight a loaner unit while yours is being repaired

We look forward to serving you. Contact Abaxis Customer and Technical Service at 1-800-822-2947

