



CORPORATE PROFILE



Raeyco Lab Equipment Management Systems Ltd.

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Tel 604.444.0004 - Fax 604.357.1725 - Toll Free 877.7RAEYCO



www.raeyco.com

Mission Statement

As a leader in Canadian laboratory equipment management, our mission is to drive innovation, provide business solutions, and foster an environment where sales and service go hand in hand.





Why Raeyco?

CANADA WIDE EAST TO WEST

Vancouver Office

4288 Lozells Avenue, Suite 205,
Vancouver, BC V5A 0C7
Tel: 604-444-0004

Calgary Office

Tel: 604-444-0004

Edmonton Office

604-444-0004

Toronto Office

Unit B3331 Danforth Avenue,
Scarborough, ON M1L 3M9
Tel: 416-309-3818

Atlantic Office

Tel: 506-406-0320

Toll Free: 1-877-772-3926

(1-877-7-Raeyco)

Fax: 604-357-1725

customercare@raeyco.com

At Raeyco, we combine the expert services of our highly skilled technicians with the superior customer service from our support team, to provide you with peace of mind for the lifecycle of your laboratory equipment. As leaders in compliance and equipment management services, we support multiple vendors across a variety of industries. ISO accredited and proudly Canadian, Raeyco offers customized solutions to meet your business needs.

Reduce downtime.
Streamline operations.
Improve efficiency.
Choose Raeyco.



LABORATORY EQUIPMENT SPECIALISTS

Calibration / Repairs

ISO accredited for all repair, maintenance and calibration services.

Sales

Lab equipment sales

Equipment Management

Monitoring and tracking with state of the art software, Labforce.

Service Agents

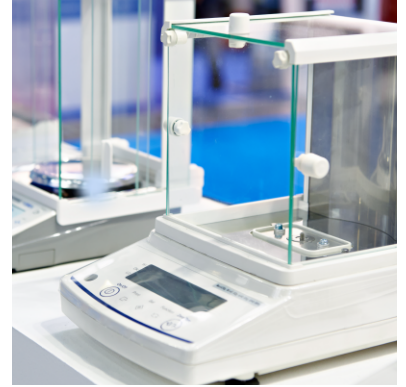
Technicians available in major city centers for efficient and effective service.

Pipettes



Pipette calibration

Traditional Equipment



Balances, Ultralow Freezers, Centrifuges, Cryostats, Autoclaves to BSCs and more.

Analytical Equipment



HPLCs, GCs, PCRs, Spectrophotometers to Plate Readers and more.

Medical Equipment



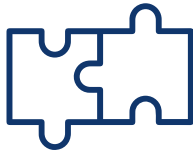
Blood Pressure Meters, Oxygen Concentrators to Dental Chairs and more.

OUR VALUES



Quality

We are certified to ISO 9001:2015 and ISO 17025:2017 Quality Management Systems requirements.



Integrity

We are ethical, and believe in always doing the right thing.



Customer Satisfaction

We ensure the job is done right!
We follow up on issues or complaints to resolve them promptly, and reach out with a thank you for leaving positive feedback.



Accountability

We hold ourselves accountable to providing the best service and support in the industry.



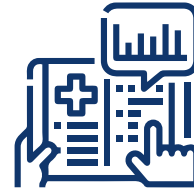
Trust

Since 2007 Raeyco has been a brand that inspires loyalty. Our customers trust us to provide solutions that make a difference.

OUR INDUSTRIES



Cannabis



Clinical and
Diagnostic
Laboratories



Food and
Beverage



Healthcare



Biotech and
Pharmaceuticals



Mining, Oil
and Gas



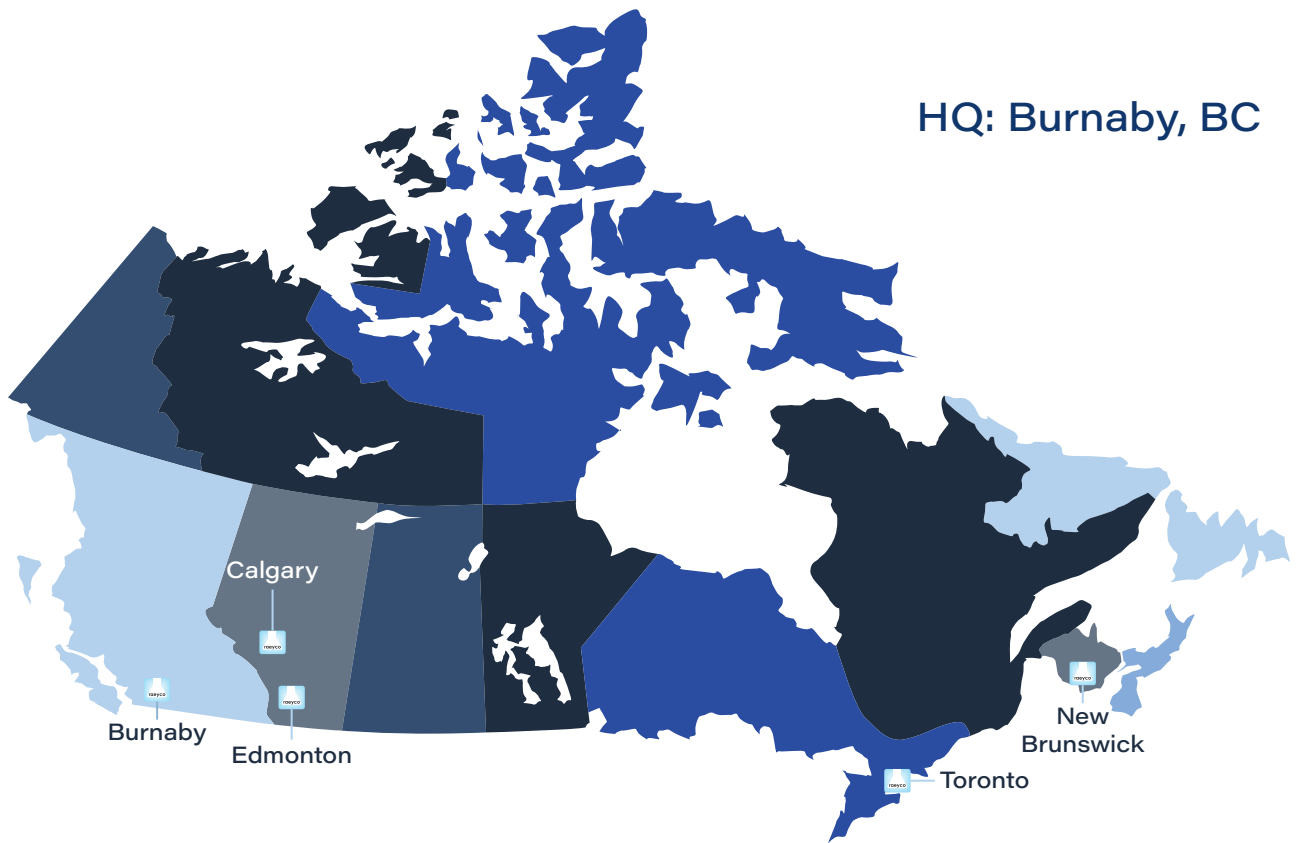
Academic
Institutes



Agriculture

CURRENT LOCATIONS

CANADA



PREVENTATIVE MAINTENANCE & REPAIR

Without regular maintenance, unattended problems can decrease instrument performance and lead to unnecessary downtime and unplanned repair costs. The primary goal of preventative maintenance is to prevent equipment failure or breakdown before it occurs. A schedule of planned maintenance can help protect your investment and your budget by identifying potential issues before they happen.

Raeyco's skilled and experienced technicians service a vast array of equipment, from medical instruments such as microscopes and blood pressure meters, to mechanical items like autoclaves, ultralow freezers, and balances, and from pipettes to analytical equipment such as HPLCs, GCs, spectrophotometers, and PCRs.

During your service visit, Raeyco's technicians will perform routine inspections and standard procedures intended to ensure equipment performance is at or near the same level achieved at installation. While workflow and applications can vary, procedures can include overall inspection and cleaning, replacement of worn parts, general performance testing, adjustments, and more.



CERTIFICATION & CALIBRATION

Certification involves an assessment and verification that an instrument is performing according to manufacturer's specifications. One of the most integral ways to ensure safety, accuracy and functionality is with lab equipment certification.

The goal of calibration is to minimise any measurement uncertainty by ensuring the accuracy of test equipment. Calibration is the documented comparison and/or adjustment of the device to be calibrated against a reference device, and the results are traceable to NIST standards.

ISO 17025 is a quality management system and the main standard for any organization that performs testing, sampling or calibration and wants reliable results. Raeyco is an ISO 17025 accredited calibration facility and ISO 17025 certificates are reviewed by our own Quality Assurance team to ensure full compliance.

Maintaining calibration frequency provides:

- Assurance that measurement tools are accurate
- Identification of non-conformances that require attention
- An extended lifecycle of your equipment

Raeyco offers multiple calibration services so you can choose the best solution for your regulatory needs. Trust your equipment to us!



SERVICE CONTRACT OPTIONS

CALIBRATION AND PREVENTATIVE MAINTENANCE PLAN

Preventative Maintenance helps instrument uptime, performance, and compliance to meet quality and regulatory standards. Through on-going scheduled maintenance, productivity is improved by reducing the need for "on-demand" service, therefore reducing instrument downtime.

BENEFITS

- Ensures equipment is fully operational and within factory specifications
- Extends the operating life of the instrument
- Identifies required repairs before they affect equipment performance

SHARED RISK PLAN

With this plan, you'll experience 48 hour response time and proactive maintenance solutions to get your equipment up and running faster. This solution includes all labour for repairs, coverage for parts up to \$500, and an annual preventive maintenance visit for peace of mind.

BENEFITS

- Fixed pricing leads to time and cost savings
- Dedicated service schedule
- Access to 24/7 remote troubleshooting

TOTAL PLAN

With this plan, you'll experience 24 hour response time and proactive maintenance solutions to get your equipment up and running faster. This full support solution includes all labour and parts for repairs and an annual preventive maintenance visit for peace of mind.

BENEFITS

- Faster troubleshooting, diagnosis, and up to 50% remote resolution
- Unlimited priority access to OEM-trained and certified service technicians
- Increased efficiency and reduced equipment downtime



QUALIFICATION & VALIDATION



Equipment validation describes a set of independent procedures that are used to check if a product meets the specifications and requirements of its intended purposes. Regulatory agencies around the world have strict requirements for quality, procedures, performance testing and safety checks, for a wide range of products.

For many companies, validation is the most time consuming and document-intensive part of compliance. Our proven process and reporting template drastically reduces validation time. We offer a full array of validation solutions and services based on regulatory guidance to help you maintain compliance. From temperature and pressure mapping to protocols specific for your business needs, Raeyco offers a consistent digital solution that will stand up to any audit. All reporting is provided through our proprietary software system, Labforce.

Installation Qualification (IQ): The instrument and all its components and documentation are installed and configured according to the manufacturer's specifications or installation checklist. Re-qualification should also be performed as part of routine quality assurance processes.

Operational Qualification (OQ): All the major parts of the instrument are tested to ensure they all perform correctly. This determines that equipment performance is consistent with the user requirement specification within the manufacturer-specified operating ranges.

Performance Qualification (PQ): The documented collection of activities necessary to demonstrate that an instrument consistently performs according to the specifications defined by the user and is appropriate for the intended use. It requires performance checks to be made through a series of tests.

WHAT SETS RAEYCO LAB EQUIPMENT SYSTEMS MANAGEMENT APART?



- ✓ Our engineers have an average of 10 years of instrument repair experience.
- ✓ 24-hour response time.
- ✓ Remote troubleshooting via phone or video call.
- ✓ Authorized Service Agents for many leading manufacturers.
- ✓ 85% of repairs fixed on the first visit.
- ✓ Labforce, our proprietary Lab Management Software, allows you to keep track of equipment, depreciation, and associated manuals/documents, access service reports online, and schedule maintenance.
- ✓ Electronic logbook access to capture all usage, maintenance and calibration records, at the click of a button.



Streamline management of all laboratory and medical equipment, parts, training manuals, contracts, depreciation, service history, calibration and validation reports. Labforce is the ideal solution to consolidate all your information. Cost effective and user friendly, our proprietary system will revolutionize how you manage your lab and medical equipment.

Documentation

Labforce can manage the complete life-cycle of your assets. Using Barcode scanning and RFID technologies, Labforce can track make, model and location to ensure nothing becomes lost or stolen. You can also manage depreciation to accurately track the value of your assets. Adding or removing inventory is easy!

Asset Management

Never lose another report! Keep track of all your service reports, including calibration, maintenance, and validation records, with on-line access provided through Labforce. Available 24/7 and accessible from anywhere with internet access.

On-line Report Access

Streamline management of all laboratory and medical equipment, parts, training manuals, contracts, depreciation, service history, calibration and validation reports. Labforce is the ideal solution to consolidate all your information. Cost effective and user friendly, our proprietary system will revolutionize how you manage your lab and medical equipment.