

# RANKIN|services

Technical service  
you can rely on

---

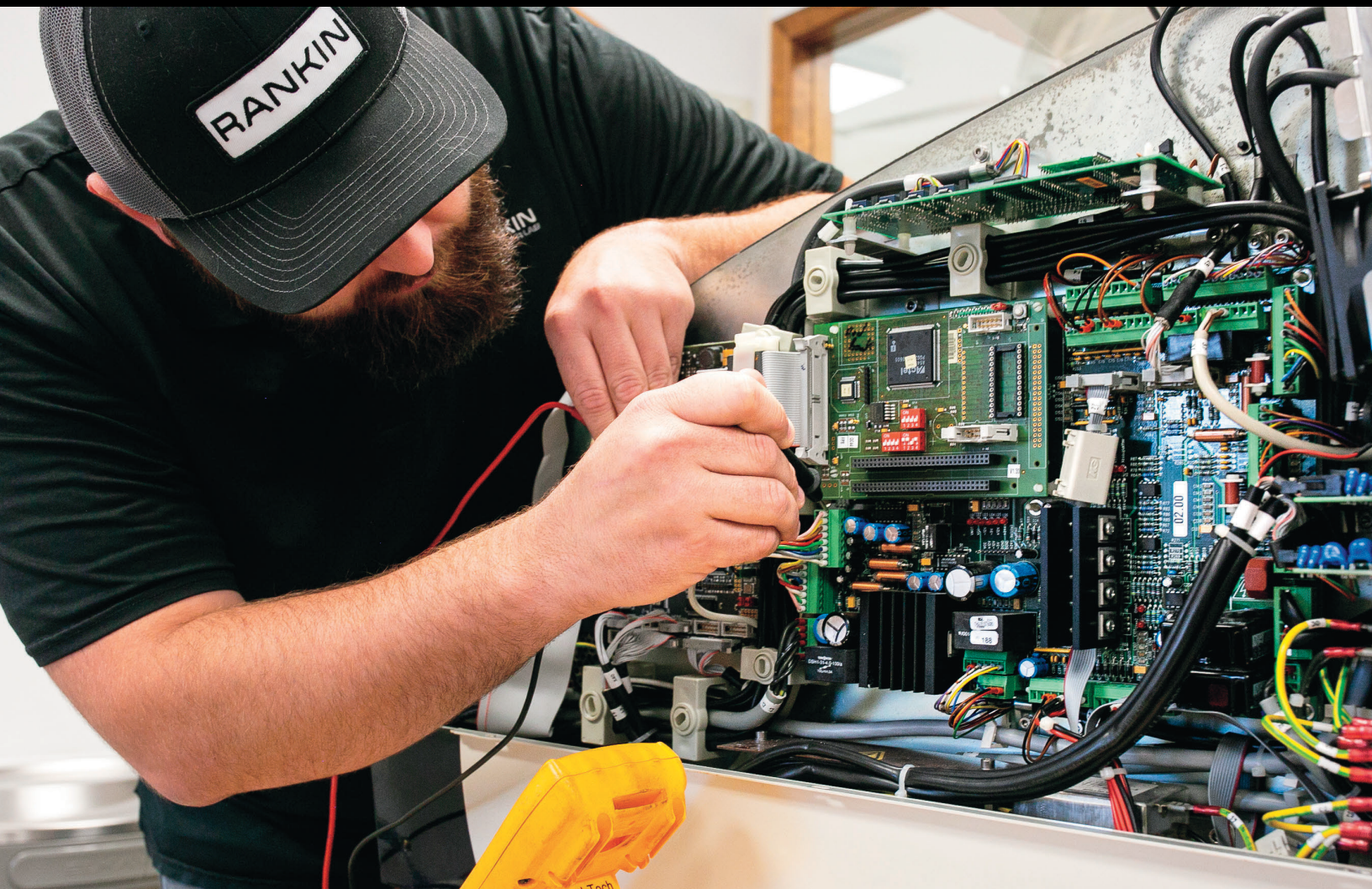
"Since the beginning, our service team's focus has been the histology lab - to end the frustration, downtime, and lost revenue caused by equipment failure."

**Brent Rankin, CEO**





With over 25-years of being laser-focused on supporting histology labs, we're ready to help your lab thrive.



"Their customer service is fast and friendly, their pricing is competitive, and their repair technicians are thorough."

**- Antech Diagnostics**





## Trained Technicians

Our service technicians are required to complete a training program that consists of a minimum of one year in our refurbished production shop before entering the field. With a training program unlike any other, you can rest assured our technicians have seen it all.



## Response Time

Service contract customers get a response immediately, and have a technician at their lab within 24 hours. In addition, free phone support is always available for troubleshooting, walk-throughs, set-up, or help navigating any problems you encounter.



## Parts Availability

Over 40,000 repair parts in-stock means that we can get your lab back up and running faster. We do not have to rely on the OEM for parts, and our technicians arrive to your lab with the parts needed to make the repair. This is how we're able to achieve a very high first-time fix-rate.

# Service Contracts

Cap your lab's annual equipment costs with a full service contract.



Service contracts eliminate the unknown costs that typically come with owning high-use lab equipment. They also include your yearly required preventative maintenance to stay up to date with your inspections.

## Bundle and Save

Save thousands when you purchase more than one year of coverage up front.

Up to 15% discounts are available with multi-year contracts.



## Priority Scheduling

Anticipating what we call "neck bleed" issues means we are proactively keeping our technician's schedule partially open. With a Rankin service contract, your lab's emergency needs will always take priority over other service calls.



# Does Rankin have the ability to support all of the equipment in my histology lab?

## **Tissue Processors**

Sakura, Leica, Thermo, Intelsint

## **Embedding Stations**

Sakura, Leica, Thermo, Shandon, Rankin Basics

## **Microtomes**

Sakura, Leica, Thermo, Shandon, Rankin Basics, American Optical

## **Cryostats**

Sakura, Leica, Thermo, Shandon, Rankin Basics, Avantik

## **Slide Stainers**

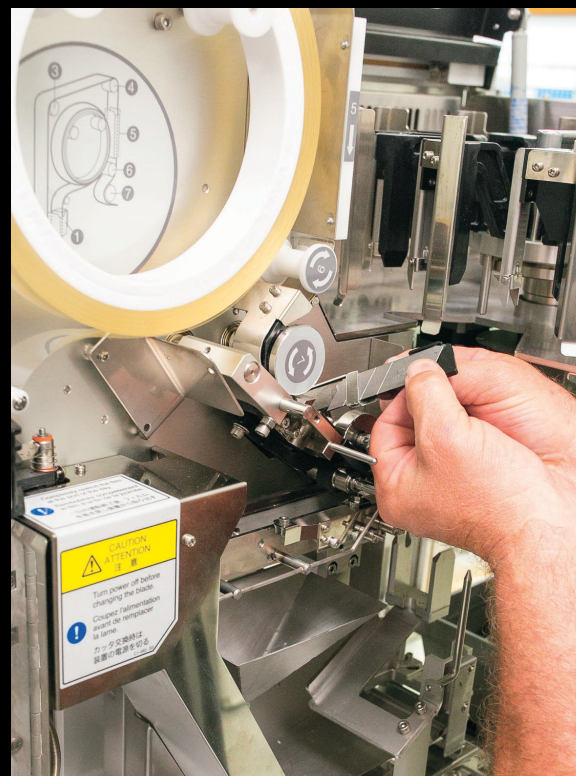
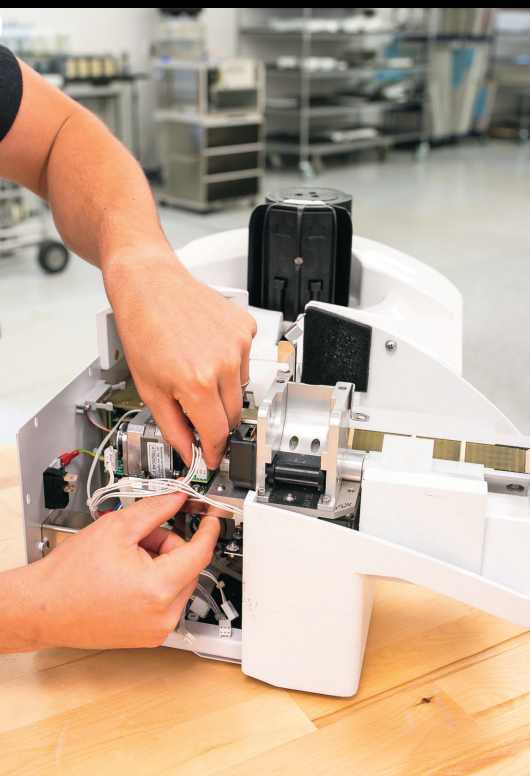
Sakura, Leica, Thermo, Rankin Basics, Epredia, Intelsint, Rushabh

## **Coverslippers**

Sakura, Leica, Thermo, Intelsint

## **Cassette + Slide Labelers**

Sakura, Leica, Thermo, Primera, ESPO, Epredia, Accuplace, General Data

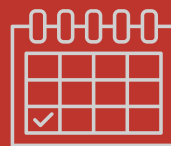


# Preventative Maintenance

Minimize downtime and prepare for your lab's inspections.



Preventative maintenance keeps your equipment up to OEM quality specifications, and helps to prevent failure. Instrument functions are tested to ensure your equipment is in proper working order.



**Flexible scheduling and reminders to fit maintenance visits within your lab's busy schedule.**

"No doubt that Rankin delivers. The best part is their communication and proactive approach at customer service."

**- Vaxxinity**





## Service Technician Training

All of our field service technicians are trained in-house at our facility by expert engineers, master mechanics, and technicians. With a one-year minimum requirement of hands-on training with our refurbished production team, you can be confident that the technician we send to your lab has seen it all. Our technicians specialize on, but are not limited to, the following brands:



**Thermo**  
SCIENTIFIC

**Leica**  
MICROSYSTEMS

**RANKIN**|basics

**RANKIN**|services



# Rentals, Loaners, Parts

Over 40,000  
parts in-stock to  
minimize your  
lab's downtime.

Whether you need a part, rental, or a free loaner as we work to repair your equipment, Rankin's team of industry experts are obsessed with minimizing your lab's downtime, and finding you cost-effective solutions.





"Rankin Biomedical is one of the most professional and responsive organizations I have worked with in my career supporting anatomic pathology labs."

- Virscio Incorporated



Put People First  
Find Solutions  
Obsess Over Excellence  
Lead Through Virtue

---