

Corporate Profile



Lab Equipment



Lab Equipment Systems Management Ltd.

Suite 205-4288 Lozells Avenue • Burnaby • British Columbia • V5A 0C7
Tel 604.878.3077 • Fax 604.357.1725 • www.raeyco.com • Toll Free 877. 7 RAEYCO

BRANDS MANAGED

Baxter
www.baxter.com

Helmer
www.helmerinc.com

Hettich
www.hettichlab.com

Nuaire
www.nuaire.com

Revco
www.thermo.com

Sanyo Biomedical
www.sanyo.com

Scotsman
www.scotsman-ice.com

Lab Refrigeration Experts

WHY RAEYCO?

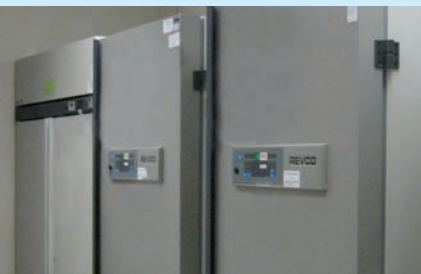
Raeyco is British Columbia's leader in providing repair and maintenance programs for laboratory and medical equipment. Our industry leading customers in healthcare, research, pharmaceuticals and bio-pharmaceuticals depend on us to keep their specialized equipment performing to the manufacturers' specifications.

Since it was founded in 2006, Raeyco has a track record of outstanding customer satisfaction. We focus on continual improvement in the quality, variety and depth of services that we offer our customers. To ensure that we deliver on our promises, we are certified to ISO 9001:2008 Quality Management Systems requirements ... the latest available standards.

Our proprietary Raeyco DM™ Asset Management System enables us to inventory, manage and maintain all of our customers' laboratory equipment on a secure, dedicated and validated database. With over 50 different, standard asset management reports in addition to client-specific customized reporting, Raeyco DM™ gives our clients unique control over their assets.

We provide our customers with preventative maintenance, calibration and scheduled servicing via our Raeyco SR™ Service & Repair System. Our validation, qualification and repair services ensure that our customer's equipment functions as new.

Our clients' confidence in our services has resulted in our average annual sales growth of over 40% each year. Our revenues have nearly tripled in the past three fiscal years, demonstrating that we can manage our growth ... and yours.



Laboratory Equipment Specialists



*Raeyco manages and services virtually all types of lab equipment, ranging from **Agilent HPLCs** to **Zeiss Microscopes**.*

Our Services

- **One Call Resolution**
- **24 hour On-site Response Guarantee**
- **Secure, local asset management and equipment database**
- **Inventory tracking**
- **Maintenance scheduling**
- **Design Qualification (DQ)**
- **Installation Qualification (IQ)**
- **Operational Qualification (OQ)**
- **Performance Qualification (PQ)**
- **Validation**
 - Validation: Laboratory validation is a process that is employed to ensure that laboratory test data and results are consistent, accurate and precise. The validation process for test methods, as well as the instrumentation that is used to perform the analysis, have IQ, OQ and PQ protocols.
 - Qualification: Laboratory equipment should be qualified with IQ, OQ and PQ protocols to demonstrate suitability for the intended use. Laboratory systems including equipment are amongst key targets of Health Canada and FDA inspections. They are considered high risk systems because they can have a high impact on product quality.
 - Calibration and Verification: Calibration, as a concept, means that something is out of adjustment and by this action, it is brought back to adjustment and verification is to monitor performance.
 - Preventative Maintenance: A schedule of planned maintenance actions aimed at the prevention of breakdowns and failures. The primary goal of preventative maintenance is to prevent the failure of equipment before it actually occurs.
- **Electrical Safety Inspections**
 - Raeyco ensures the safety of your lab equipment by meeting the strict Canadian Standard CSA C22.2 No. 1010.1.

Complete Solution

Raeyco provides a complete laboratory solution with our exclusive lab equipment systems management. Our ISO 9001:2008 certification ensures our quality.

We are experts in the repair and maintenance of the full range of laboratory refrigeration systems, from cryogenic freezers to small lab-bench fridges. Our licensed technicians are certified to National Standards.

“ISO 9001:2008 Certification”



Our Customers

We take pride in our world-class customer base. They are industry leaders in the scientific communities.

HEALTHCARE

- **Provincial Health Services Authority** (www.phsa.ca)
- **Fraser Health Authority** (www.fraserhealth.ca)
- **Vancouver Coastal Health** (www.vch.ca)
- **Vancouver Island Health Authority** (www.viha.ca)

RESEARCH

- **Canadian Blood Research Center** (www.cbr.ubc.ca)
- **B.C. Cancer Agency** (www.bccancer.ca)
- **B.C. Cancer Research Agency** (www.bccrc.ca)
- **B.C. Center for Disease Control** (www.bccdc.ca)
- **University of British Columbia** (www.ubc.ca)
- **Simon Fraser University** (www.sfu.ca)

PHARMACEUTICAL

- **Aquinox Pharmaceuticals** (www.aqxpharma.com)
- **Phyton Biotech** (www.phytonbiotech.com)
- **Tekmira Pharmaceuticals** (www.tekmirapharm.com)

ANALYTICAL

- **Silliker, Inc.** (www.silliker.com)
- **Maxxam** (www.maxxam.ca)

Our Team

Our workforce is highly educated and well trained. Our technicians average more than a single B.Sc. each, with qualifications ranging up to M.Sc. and numerous manufacturers' certifications. Our service team brings you over 100 years of experience in maintaining, calibrating and repairing all types of laboratory equipment. Their knowledge and experience give our clients peace of mind, knowing that their equipment is in good hands.



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Toll free **877.7.RAAYCO (877.772.3962)**

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