

Corporate Profile



Lab Equipment



Lab Equipment Systems Management Ltd.

Canada from East to West (Offices in Vancouver, Toronto, Winnipeg and more)

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customercare@raeyco.com



Leaders in Service, Repair and Maintenance for Laboratory Equipment

WHY RAEYCO?

Raeyco is Canada'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 2007, 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 9001:2015 Quality Management Systems requirements ... the latest available standards.

We provide our customers with **preventative maintenance, calibration and scheduled servicing** via our Raeyco Labforce. Our **validation, qualification and repair services** ensure that our customer's equipment functions as new.

Our enthusiastic Customer Care professionals, industry certified service engineers and technicians work with you, solving your problems in a timely manner – always. We are committed to our customers and deliver fast, reliable, quality service. We are here for you when you need us! We have a mantra: *"complete customer satisfaction every time"*.



Laboratory Equipment Specialist

- **Calibration / Repairs**
: ISO accredited for all service, repair and maintenance
- **Sales / Leasing**
: Lab equipment sales and leasing
- **Management**
: Equipment monitoring and tracking with state of the art software, Labforce
- **Service Agents**
: Technicians available to provide a cost effective maintenance

Pipettes



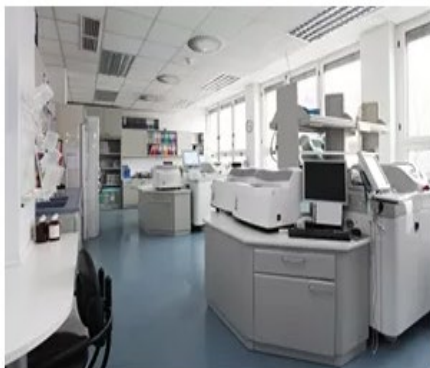
Pipette calibration with state of art equipment and software

Mechanical



Servicing lab equipment from Balances, Ultralow Freezers, Centrifuges, Cryostats, Autoclaves to BSCs and more.

Analytical



Servicing analytical equipment from HPLCs, GCs, FACs, Spectrophotometers to Plate Readers and more.

Medical



Servicing medical equipment from Blood Pressure Meters, Oxygen Concentrators to Dental Chairs and more.

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 9001:2015 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 9001:2015 Certification”



Our Customers

Raeyco 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)
- BC Children's Hospital (<http://www.cfri.ca/>)
- Mount Sinai Hospital (www.mountsinai.on.ca)
- Hamilton Health Sciences (www.hamiltonhealthsciences.ca)

RESEARCH

- Canadian Blood Research Center (www.cbr.ubc.ca)
- B.C. Cancer (www.bccancer.ca)
- National Research Council Canada (cnrc.canada.ca)
- University of British Columbia (www.ubc.ca)
- Simon Fraser University (www.sfu.ca)
- University of Alberta (www.ualberta.ca)
- University of Toronto (www.utoronto.ca)
- JLABS (jlabs.jninnovation.com)

PHARMACEUTICAL & COSMETICS

- Phyton Biotech (www.phytonbiotech.com)
- Amgen (www.amgen.ca)
- Apotex (<http://www1.apotex.com/ca>)
- Evonik (www.transferra.com)
- Estee Lauder Co. (www.esteelauder.ca)

ANALYTICAL

- Biomerieux (www.biomerieux.com)
- Maxxam (www.maxxam.ca)
- ALS (www.alsglobal.com)

FOOD & BEVERAGE

- Bartek (www.bartek.ca)
- Turning Point Brewery (www.turningpointbrewco.com)

CANNABIS

- Blissco Wellness Cannabis (www.blissco.com)
- Aurora Cannabis Enterprises (www.auroramj.com)
- Anandia (anandia.ca)
- Canopy Growth (www.canopygrowth.com)

FORESTRY, OCEAN, OIL and GAS

- Parkland Refining BC Ltd. (www.parklandcap.ca)
- Fisheries and Oceans Canada (www.dfo-mpo.gc.ca)
- Freshwater Fisheries Society of BC (www.gofishbc.com)



Service Agents

Raeyco can act as a service agent for your company in Canada from coast to coast. We employ skilled professional technicians from Vancouver to Halifax. If you have equipment scattered throughout Canada or just a single piece of equipment somewhere in this vast land, we can help provide your customer with the care and attention they deserve. Our service will increase your sales because we all know local service in an asset.

Some of our valued partners include the following.

MANUFACTURER SUPPORT

- **Syft (www.syft.com)**
- **EMD Serono (www.emdserono.ca)**
- **Caron (caronproducts.com)**
- **Horiba (www.horiba.com)**
- **VWR (ca.vwr.com)**
- **Millipore Sigma (www.emdmillipore.com)**

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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