



Dear valued BioNex Customer,

BioNex is planning to establish direct sales and service offices for its European customer base.

In an interim phase, effective Jan 1, 2017, GC Biotech BV (Leiden Netherlands) Distributor for BioNex in Europe for all countries outside of Switzerland and Liechtenstein, will be providing sales and service support for any **future** instrument purchases in all of Europe.

**BioNex Laboratory Automation Systems:**

Effective immediately, Bucher Biotec AG will pass on all projects regarding Laboratory Automation Systems to BioNex in order to facilitate efficient and comprehensive communication with the engineering team at BioNex.

**BioNex Installed instruments:**

Bucher Biotec AG will continue to offer replacement parts and provide full service for all BioNex instruments purchased **prior** to January 1, 2017.

Service for Instruments installed **prior** to January 1, 2017

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Phone: +41 61 269 1111

Sales and service for Instruments installed **after** January 1, 2017

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For any additional information or clarification of responsibilities, please do not hesitate to contact either of the signing parties:



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