

RUDOLPH RESEARCH ANALYTICAL SERVICE GUARANTEE

The Rudolph Service Pledge:

Earning your loyalty everyday, through our commitment to exceptional service and attentive customer focus.



Rudolph stands behind each instrument purchase with a 20 year support guarantee. Rudolph is still repairing instruments it manufactured in the 1970's.

Integrity, Quality, and Innovation with a Global Reach.

Rudolph Research Analytical is a leading manufacturer of automatic Density Meters, Refractometers, Polarimeters, Saccharimeters and Automation Solutions for a wide variety of industries. With over 8,000 laboratory instruments installed worldwide and thousands still in use which were manufactured in the 70's, 80's and 90's, Rudolph Research Analytical has established itself as a premier vendor known for its quality, reliability and innovation. Rudolph has demonstrated a commitment to its customers by keeping installed instruments operational, not only for 20 years, but in some cases for over 40 years. This long-term commitment to keeping our instruments running makes the cost of ownership over the life of a Rudolph Instrument one of the lowest in the laboratory market segment. There is no other laboratory instrument manufacturer guaranteeing service and technical support for 20 years.



Rudolph stands behind each instrument purchase with a 8 year software update pledge.

Rudolph's entire line of instruments carry its exclusive 8 Year Software Update Pledge.

Rudolph Research Analytical maintains a philosophy of constant improvement in line with our Quality Policy. Rudolph continues to improve the instrumentation we manufacture through advancements in features, design, quality, and software capability. This philosophy has allowed Rudolph to maintain its leadership position in the markets it serves. Industry standards like 21CFR Part 11 change rapidly, and as a result, Rudolph must continually update its software capability in order to ensure software features meet the expectations and requirements of today's laboratory professional. Rudolph always recommends that it's all instruments have the latest software and features to match the current industry standards, but as the software and features advance, the instruments' hardware may not be able to support these features. In the engineering and design phase of new instrumentation, all newly manufactured and already installed instrumentation will have a guarantee of software and feature updates for 8 years. However, software upgrades are dependent on hardware capability vs. software complexity, and their mutual compatibility with PC and IC life cycles.



CD00458 Rev B

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Maximize your up time with a preventative maintenance plan designed for the way you work.



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Dear Kathy,

I just wanted to tell everyone at Rudolph Research what a pleasure it has been working with each of you. From the customer service down to the documents provided with the instrument, everything has been top-notch. The experience Rudolph has dealing with the pharmaceutical field really shows through. Peter Marriot was here on Tuesday and did a great job getting the instrument up and running exactly the way we wanted and took the time to answer any questions I had. He also went through the qualification documents page by page and explained each test performed.

Over the past couple of years setting up a new lab I have had to deal with quite a few manufacturers and this has been one of the best experiences I've had in ordering an instrument from getting the quote to getting it qualified. To be quite honest, a lot of experiences I've had been somewhat excruciating but I won't name names. After Gary Mathurin was here about this time last year to give a demo, I was already pretty sure Rudolph was the company to go with but now I'm certain we made the right choice.

Thank you all!
Regards

Dale Smith
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