



K'(PRIME) TECHNOLOGIES INC.
Providing Laboratory Solutions

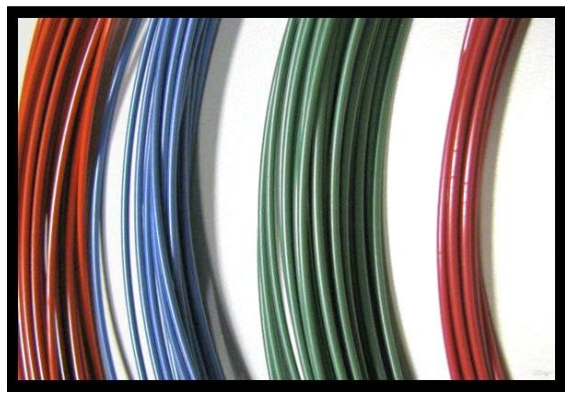
Ion Chromatography Services



Why choose K'(Prime) Technologies?

Local support makes K'(Prime) stand out in the crowd. We have over 10 service representatives specializing in various products in Western Canada—no other vendor can offer this same amount of support.

Combined, K'(Prime) has more then 40 years of Ion Chromatography experience!



Consumable Sales

K'(Prime) Technologies stocks many key consumable items for the Dionex and Metrohm IC systems. We currently stock piston seals, check valves, rotor seals, valve rebuild kits, syringes, tubing, and fittings for the Dionex and Metrohm systems. If you are interested in parts available locally at competitive prices, then contact K'(Prime) Technologies!



On-site Service

K' Technologies has trained service technicians in Western Canada capable of performing on-site service on a number of Dionex, and Metrohm IC products. We offer both on demand service (per incident) as well as service contracts on Ion Chromatography Systems. Available services include:

- ◆ *Preventative Maintenance*
- ◆ *Repair*
- ◆ *Instrument set-up*
- ◆ *Application/method development*

Hourly Rate : \$195 hour (2 hour minimum)

Charges for travel : A zone travel charge will be applied to all onsite calls. The zone charges are a flat fee, which include all travel expenses. More details of the zone charges are available on our website at www.kprime.net.

Off-site Service

Offsite/bench repair service is an alternative, if the return of the equipment isn't as urgent. Instead, the equipment can be shipped to our facility in Calgary for repair, testing and/or refurbishing. We have an assortment of Dionex modules (pumps, detectors, samplers, etc.), so we are able to repair an entire system, or test a module within one of our test stations.

In some cases, we will be able to ship a loaner unit while we complete repairs at our Calgary facility. (Charges Apply)

Hourly Rate for Bench Repairs : \$160/hour

Parts : We will contact you on the cost of any parts required.

Note: Before shipping items to our Calgary office,

Training

Training courses are a great way to improve your productivity by educating your staff to handle or to prevent routine failures thus reducing downtime.

K'(Prime) Technologies routinely offers a one day IC Maintenance and Troubleshooting training course. Check our website for upcoming dates and locations!

<http://www.kprime.net/ic-services.html>

Course includes :

- ◆ Overview of Ion Chromatography Theory.
- ◆ What parts require routine maintenance, and when maintenance is required.
- ◆ What are common IC problems? How to identify and repair.
- ◆ All courses include a hands-on session!



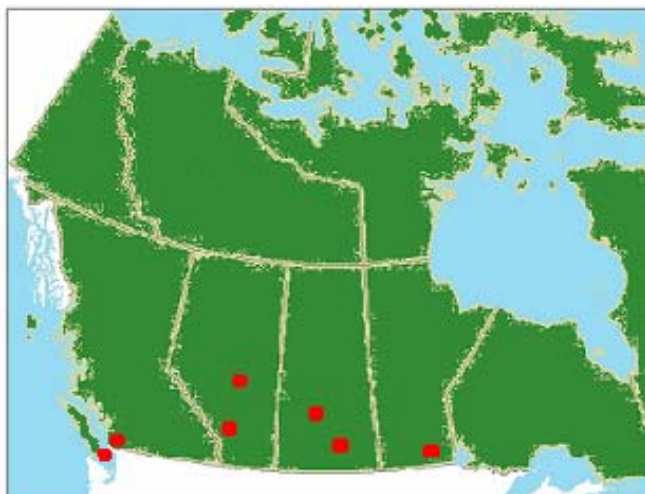
Other training courses can be set-up according to your specific needs. Courses can be a half-day, full day or multiple days either at your site, or at the Calgary office. Having access to a local training facility greatly reduces your travel expenses and allows you to allocate more of your budget to the actual training of your people. We have the capability to provide courses on both hardware and software.

Who is K'(Prime) Technologies?

K'(Prime) Technologies is an authorized reseller/service provider for Agilent Technologies, Quantum Analytics, Systema Scientific, HP/Compaq, Chromsys, OI Analytical, and Valco Instruments Canada. We are the largest chromatography sales and service provider in Western Canada with active local sales and support services covering four provinces: British Columbia, Alberta, Saskatchewan, and Manitoba. Our main office is located in Calgary, Alberta and includes a bench repair, demo, and training facility. We currently employ sales and service representatives across the four provinces we cover and act as the primary manufacturing representative for Agilent in those areas.

Our focus is to sell, service and support laboratory equipment in a cost-effective manner. Our clients include various oil and gas service labs, refinery labs, government research facilities, university research labs, post-secondary student labs, and healthcare facilities.

K'(Prime) Provides Coverage Across Western Canada That No Other Vendor Can Match



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