

26 October 2009

Dear Customer

### **Bi-Annual Maintenance – Rabies Testing**

To ensure our secure laboratory and equipment are maintained to the highest standard, we must close it twice a year to enable our engineers to gain access for servicing.

We intend to do this in December 2009 with a timetable as follows:

02 Dec 09 (Wed) Last tests will be set up including all samples received before 12:00.  
04 Dec 09 (Fri) Tests from 02 Dec 09 will be read and reported.  
07 Dec 09 (Mon) No testing.  
08 Dec 09 (Tues) No testing.  
09 Dec 09 (Wed) Normal testing resumes (Subject to engineer service sign off).  
11 Dec 09 (Fri) First results will be reported.

This means that for the approximate period of five days, no rabies results will be available. As with previous shutdowns we will clear the backlog as quickly as possible to enable your results to get back to you within our usual normal published time-scales.

If you are aware that any clients require certificates before early December we would encourage you to send in samples as soon as possible. This will avoid client disappointment where we cannot put the sample on test.

### **Royal Mail Strikes**

Due to circumstances out with our control further delays may be caused by Royal Mail strike action. We urge customers to consider alternative methods of delivery to avoid delays caused in transit by Royal Mail. Biobest are part of the DX service which can be used to send samples (<http://www.thedx.co.uk>). Biobest's DX address is: Biobest Laboratories Ltd, DX6232500, Penicuik 92 EH

Please do not hesitate to contact us if you require any further information regarding the shutdown.

Yours sincerely,



Sandra McLeish  
Senior Administrator

biobest diagnostics  
biobest herdcare  
biobest research