

09 April 2010

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 June 2010 with a timetable as follows:

02 Jun 10 (Wed) Last tests will be set up including all samples received before 12:00.
04 Jun 10 (Fri) Tests from 02 Jun 10 will be read and reported.
07 Jun 10 (Mon) No testing.
08 Jun 10 (Tues) No testing.
09 Jun 10 (Wed) Normal testing resumes (Subject to engineer service sign off).
11 Jun 10 (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 June 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.

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