

04 May 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 May 2009 with a timetable as follows:

27 May 09 (Wed) Last tests will be set up including all samples received before 12:00.
29 May 09 (Fri) Tests from 27 May 09 will be read and reported.
01 Jun 09 (Mon) No testing.
02 Jun 09 (Tues) No testing.
03 Jun 09 (Wed) Normal testing resumes (Subject to engineer service sign off).
05 Jun 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 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