

IMPORTANT NOTICE: UNAUTHORIZED SERVICE PROVIDER

Date: October 9, 2023

Dear Shimadzu customers

Thank you for your continuous trust and support for our products and services. We will always do our best to ensure that you get the best value from us.

Shimadzu (Asia Pacific) service engineers have received certified training from our headquarters in Japan to perform installation, service and repair for all Shimadzu analytical instruments, and are constantly updated with the latest in product support and information.

It has been brought to our attention that a certain company is selling its calibration and repair services to our Shimadzu customers.

In respecting our customers in Singapore, it is our duty to inform you that this company:

1. Lab Science Solutions Pte Ltd or its associates (<https://labsciencesolution.com/index.php>)

is **NOT** an authorized dealer and is **NOT appointed** to conduct repair and services on Shimadzu products. Warranty will be void and we will not be responsible for any defects and poor workmanship arising from your use of unauthorized service providers.

If you have any further queries, please reach us at sgp@shimadzu.com.sg and we will be glad to clarify.

Yours sincerely



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