



Tailored Support for
your Analytical Equipment

SERVICE OFFER LABORATORY INSTRUMENTATION

Consulting
Installation
Qualification
Training
Maintenance
Calibration

HTDS
Hi-Tech Detection Systems

EXPERTISE, FLEXIBILITY AND REACTIVITY

HTDS (HI-TECH DETECTION SYSTEMS) is a company specialized in the distribution and maintenance of **High Technology Detection Systems** in France and abroad.

Our vocation is to offer you **products adapted to your applications, and customized quality services**. HTDS supports you at each stage of the implementation of your solution: advice, installation, validation of Equipment, training and maintenance.

Our company has strong **partnerships with several suppliers, all world leaders**, and is present in Africa thanks to its various subsidiaries. HTDS combines **Expertise, Flexibility and Reactivity** to ensure you a higher technical performance.

HTDS puts at your service:

- **13 Specialized Product Managers**
knowing your fields of application to best qualify your most complex needs..
- **33 Sales Engineers**
For quality advice and support throughout your process.
- **A Team of 44 After-Sales Engineers**
Trained on all Instruments and ready to step in quickly throughout Africa.
- **Representatives all over Africa**
6 subsidiaries, 5 offices and a network of agents to optimize contact between HTDS and its Customers.

A FOLLOW-UP THROUGHOUT THE LIFE CYCLE OF YOUR DEVICE



... FOR TAILORED SERVICES

INSTALLATION, QUALIFICATION, CALIBRATION

While thanking its Customers for the confidence they have placed in its products and as we are aware of the importance that these investments represent for research and quality control laboratories, our company uses all its resources to provide quality After Sales Services.

INSTALLATION

In order to ensure the smooth running of the installations, our teams support our Customers in their laboratory preparation procedures to accommodate their new Equipment, write detailed reports and offer knowledgeable advice for rapid implementation of the prerequisites and a minimum waiting time.

Installation by qualified technicians and preliminary training in the use of the device and software allow for immediate use of the Equipment.



QUALIFICATION

To meet the quality requirements of laboratories operating in a controlled environment, we offer IQ, OQ, PQ manufacturer qualification procedures as well as performance checks for your Equipment confirming to the European pharmacopoeia.



3 TOOLS TO QUALIFY YOUR EQUIPMENT

SQT For the qualification of chromatography systems

- The Automatic System Qualification Tool (SQT), reduces the time and costs associated with qualification operations.
- Complies with ISO 17025 and USP <1058> direction; and respecting Data Integrity requirements; the SQT is used to qualify a large panel of Agilent and PerkinElmer driven by software.

MQD For dissolution baths

- The MQD is a mechanical calibration tool as described by the FDA for dissolution Equipment.
- It can be used on all brands of devices, eliminating the possibility of interpreting manual readings.
- With a complete chain of custody back to NIST, the MQD enables precise and reliable qualifications with data output automatically on a report in PDF format.

UOQ Universal qualification protocol

- For laboratories wishing to standardize their qualification protocols and to extend it to a wide range of Equipment and brands, UOQ is the ideal tool.
- UOQ's services have been specifically designed to meet the latest international guidelines and regulations.
- The smart PDF report minimizes calculation errors and automatically validates the results.

CALIBRATION

With certified standards and periodically calibrated tools, HTDS provides its Customers with its expertise and a set of software allowing the calibration of a large range of measuring Equipment (scales, ph-meters, titrators,...). Reports meeting all the latest metrological requirements and in line with standard 17025 complete the range of our tools.



EXPERTISE, FLEXIBILITY AND REACTIVITY

MAINTENANCE AND SUPPORT

All HTDS engineers receive regular training from our suppliers. These trainings allow our teams to learn about the latest technologies and ensure Customers receive that comply with manufacturer's specifications.

REAL TECHNICAL SKILLS

"Thanks to the network of branch offices and agencies in sub-saharan, north africa and middle east and regular training of their engineers and product specialists at our factories, HTDS has set up a strong professional structure with a solid scientific background and technology expertise that are well positioned to support our Customers in such fast growing area."



Armando Spisso | Regional Sales Director
Africa & Near Middle East - Perkin Elmer

CUSTOMIZED CONTRACTS

The HTDS After-Sales Service offer a whole range of contracts meeting your needs and means these contracts, at the end of the one-year warranty on your Instruments, ensure you a regular maintenance with original parts and after-sales service available as soon as possible. Empowered staff will provide you with the Instrumental skills you need in due time.

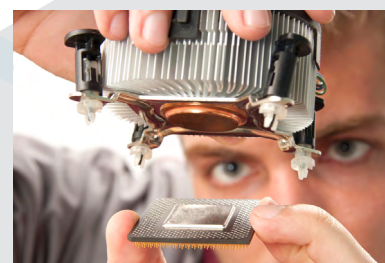


Types of contracts	SILVER	GOLD	GOLD +	PLATINIUM
Preventive maintenance visit	Yes	Yes	Yes	Yes
Remote maintenance	Yes	Yes	Yes	Yes
Maintenance kits	No	Yes	Yes	Yes
Curative maintenance visit	1	2	3	Unlimited
Operational qualification	No	No	Yes	Yes
Parts (excluding consumables)	Excluded	Excluded	Excluded	Included
Maximum response time *	3 days	3 days	2 days	2 days
Parts (excluding consumables)	Discount 0%	Discount 5%	Discount 10%	Included
On-site training	Discount 0%	Discount 5%	Discount 10%	Discount 15%
Training at CCC Morocco	Discount 20%	Discount 20%	Discount 20%	Discount 20%
Consumables	Discount 0%	Discount 5%	Discount 10%	Discount 15%
Qualification	Discount 0%	Discount 10%	Included	Included

* For maintenance in our territories outside offices and subsidiaries, the minimum intervention time is two weeks after receipt of payments and visas.

PARTS AND CONSUMABLES IN STOCK

We provide our Customers with a stock of essential spare parts in order to minimize Equipment downtime. A wide range of consumables completes our offer, thus enabling our Customers to benefit from a rapid supply. All of our parts and consumables are ordered from our suppliers and major players in the sector, thus ensuring the optimum quality of our products.



... FOR TAILORED SERVICES

TRAINING AND GETTING STARTED

HTDS offers a wide choice of training in its Competence Center in Casablanca - Morocco. Professional training and certification through a complete portfolio of internships specially developed for you, to help you maximize your investment in terms of optimal use of your Instrument and quality of results. Our ultimate mission is to provide a complete solution to your analytical needs.

SUPPORT FOR GETTING STARTED

In addition to the basic training provided when purchasing your Equipment, HTDS offers additional on-site services to best meet your expectations:

• Implementation of methods :

A new molecule or a changing regulation, our teams are at your disposal to support you and accelerate the assimilation of your analytical methods.

• Best Practices :

As part of GMP (good manufacturing practices) standards, HTDS supports you in the process of learning and integrating these recommendations through dedicated training.

• Tailored training:

Do you need to gain additional knowledge of data processing software or simply to refine your skills on a particular type of analysis ? Our company supports you to achieve your goals.

• Workshop :

In collaboration with research centers, the workshops are an opportunity for our Customers to discover the latest innovations and to test our Equipment on analyzes every day.



Ask to consult our training brochure to know our session dates and prices.

Training to maximize your potential



• Our courses are delivered in formats and durations according to your requirements: from 1 to 5 days, in groups of 1 to 8 people. Our goal is to ensure the best possible assimilation of both theory and practice.



• Supervised by experts, you acquire the necessary knowledge and you are trained to use your Instrument in the most efficient way. You also learn to avoid any manipulation that may affect their proper functioning and the quality of your analysis.



• We support you to make sure your Instrument is working properly (hardware and software) as well as on maintenance and applications.

A place to ease your success



• The CCC offers a complete selection of operational Instruments arranged on almost 50m of bench space in an open space of 200 m. 65 " LCD screens are connected to the Equipment to enable students to have a good follow-up of the manipulations.



• Our laboratory partners provide the CCC with the latest technologies solutions and enable our trainees to work on their latest innovations.



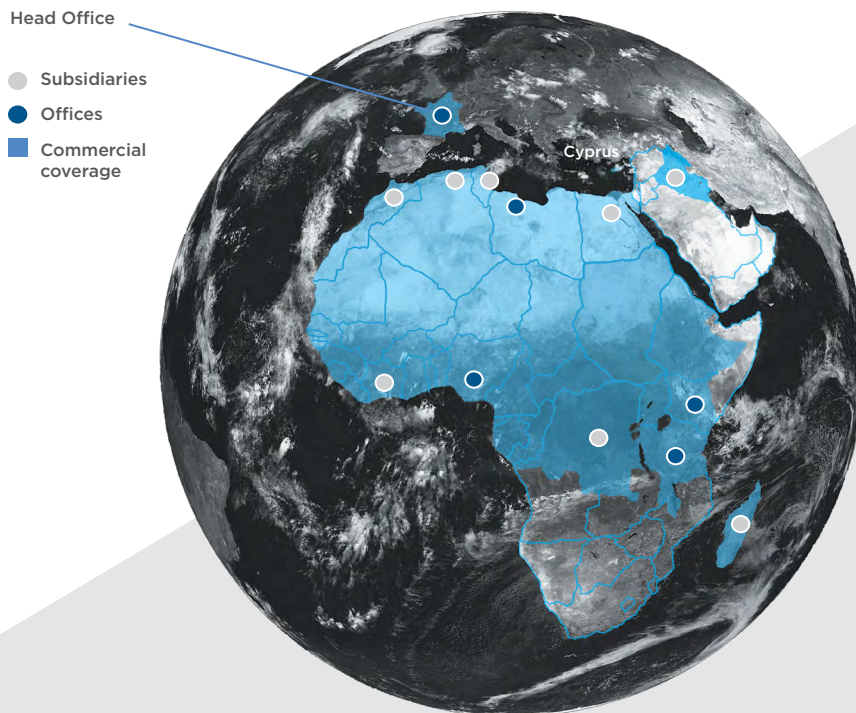
• The CCC was established in Casablanca, the economic capital of Morocco, with an international airport for an easy access from all African countries.



OUR INTERNATIONAL NETWORK

HTDS (Hi-Tech Detection Systems) is a company specialized in the distribution and maintenance of high-tech detection systems in France and abroad.

HTDS offers a full range of detection solutions dedicated to the following areas:
Security - Product Control - Analytical Sciences -
Nuclear and Radiation Protection - Signal Processing - Optoelectronics
HTDS's exclusive partners for mining analysis are recognized as world leaders in their field.



For a responsive service, tailored to your needs, HTDS has a network of subsidiaries, each with a team of specialized technicians and a complete stock of spare parts. A dedicated stock of Equipment for your occasional rental needs is also available.

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