Find out how our local presence and global knowhow can ensure you always have access to the products you need.
Rapid Diagnostics

- Large range of easy to use lateral flow test kits. Easy to use, rapid turn around time, inbuilt controls.

Ready-to-use Media

- Convenience of using ready prepared Agar, manufactured and fully Quality control tested in a NATA accredited facility (ISO17025).
- Ability to do customized formulations.

Immunological Identification

- Large range of latex agglutination test kits for culture confirmation and direct specimen testing.

Biochemical Identification

- Comprehensive range – Microbact and RapID offering identification in as little as 2 hours.

ELISA tests for screening

- A range of traditional EIA test kits for clinical diagnosis and Food allergen testing.

Others

- Susceptibility testing
- Quality control organisms
- Atmosphere generation
- PCR food pathogen test kits
- Air samplers for environmental monitoring
Our team is an extension to your local representative and can assist you with enquiries related to products and or their application to your industry. Including access to:

- QC certificates
- Certificates of Analysis
- Technical specifications
- General technical enquiries
- “How to use” guides
- Material Safety Data Sheets

**Technical Support**

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Our Customer Service team can assist you with:

- General enquiries
- Customised Order Forms
- Scheduled ordering agreements
- Historical purchasing data
- Dedicated Customer Service Representative

**Customer Service**

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Our Sales team, all of whom have a background in Microbiology, can assist you with:

- Supplying solutions to your needs
- Reviewing your requirements to help maximize ordering efficiency
- Provision of technical assistance
- Freighting options that work for your warehouse

**Sales Team**

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Our Quality Assurance team, ensures that you are provided with products of the highest quality and that we meet both our internal and external requirements for ISO and NATA.

**Quality Assurance**

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Our warehouse and logistics team ensure that:

- We have stock to meet our customer demands. We aim to ship > 97% of orders on time with the majority of our deliveries occurring overnight.
- Reserve stock availability ensures that your agreed quantities of your requirements are held within our facility for you to draw down on.

**Warehousing**
Customer Service

Open from 8.00am to 5.30pm EST

Orders can be placed by:
- Phone
- Fax (including customized order forms)
- Email (with receipt notification sent)
- Scheduled Agreements (with flexibility to adjust to your demand)

Accounts

Payable by:
- EFT
- Cheque
- Credit card

Email invoices and statements:
- For faster, more convenient and more efficient accounting services

Nett 30 days for payments

Locally Produced Prepared Media

- Prepared Plates, Bottled and Tubed media produced in our Adelaide facility, which follows our commitment to producing as close as practical to our customers. This includes our range of Chromogenic agars.
- NATA accredited (ISO17025)
- Quality certified (ISO9001:2000, ISO13485)
- Process control from raw materials through to finished goods
- Stock levels are maintained to ensure same day dispatch can be achieved
- R&D capability, which enhances our ability to offer customised formulations.

Warehousing and Dispatch

- Shipping pre-Alerts
- Order consolidation
Pack Label
- Code
- Lot Number
- Expiry Date (yyyy/mm/dd)
- Description
- Manufactured Date (yyyy/mm/dd)
- Barcode (EAN 128 Format)

Plate Label
- Code
- Lot Number
- Time Stamp
- Description
- Expiry Date (yyyy/mm/dd)

Pallet Shipper Box
- Designed to minimise use of packaging materials when we ship palletized orders:
  - No styrene
  - No Bubble wrap
  - No air pillows
  - Pull out flap
  - No Tape
  - Easy fold flat for disposal

Additional Boxes
- We also offer a range of other shipping box styles and sizes to accommodate a variety of shipment sizes

Box Label
- Displays box contents

Shipment options
- Overnight Air Freight (where available)
- Road Freight
- Refrigerated Road Freight

Tracking options
- On line tracking of shipments
- Shipment handling utilizing “Shock-Watch”
- Temperature monitoring available – using data loggers
Our team is an extension to your local representative and can assist you with enquiries related to products and or their application to your industry. Including access to:

- QC certificates
- Certificates of Analysis
- Technical specifications
- General technical enquiries
- "How to use" guides
- Material Safety Data Sheets
- Product Training
- Technical Support
- Product Specifications
- Purchasing reports
- Batch reports

Post Sales Support

The Power of Connections

Connecting All of Science
Partner with Thermo Fisher Scientific to help you maximise lab productivity and tackle your toughest analytical challenges. Access an unrivaled portfolio of laboratory products and services. Innovate with the most complete line up of analytical technologies.

Microbiology

One Source for Lab Supply and Services
Through our catalogue of products you connect with one source for infinite solutions and a range of outsourced services to plan, stock and keep your lab running at peak efficiency. More than 800,000 products, including leading brands, ensure a comprehensive offering to meet diverse needs from research to healthcare to safety.

Technology and Innovation to Accelerate Results
As a leading developer and manufacturer of analytical technologies, core lab equipment, reagents, consumables and software. Our global team of applications and experts connect you with the right technology to measure, detect or diagnose.

The Resources Are Here
As the world leader in serving science, Thermo Fisher Scientific connects you with the tools and technologies, the software and services, the logistics and ideas of science in ways no one else can. So you can succeed in ways no one else can.
Complaint Investigation

QC Certificates

Prepared Media Log

Our Commitment to Quality

Our Quality Assurance and Quality Control systems ensure that customers receive products meeting the technical specifications and regulatory standards that they require.