



May 1, 2019

Dear Healthlink Customer,

We are pleased to inform you of an important change regarding the sourcing of your culture media.

As of May 2nd, 2019, Hardy Diagnostics will be assuming all the manufacturing and distribution of the culture media products that you have been purchasing from Healthlink. All of us at Hardy Diagnostics are pleased to be your new supplier of your culture media (plates, tubes, bottles, antimicrobial disks, and QC microorganisms).

Note that this transition does **not** affect the Healthlink autoclave testing products, biological indicators, stains, reagents, otoscopes, batteries, specimen collection swabs, and biopsy punches. Those items will continue to be available from Healthlink.

Starting May 2nd, please place your orders for culture media and microbiology products by calling our customer service team at (800) 266-2222. Our business hours are from 5:00am to 5:00pm PST. Orders placed before 1:30pm your time will be processed and shipped out that same day.

As your new supplier for culture media products, Hardy Diagnostics offers:

- A nationwide distribution network of nine warehouses (CA, WA, AZ, UT, NY, FL, NC, OH, and TX) that offer next day ground service to most areas of the US.
- Two ISO 13485 certified manufacturing facilities (California and Ohio).
- 39 years of experience in the manufacturing of culture media and other laboratory diagnostics.
- A technical support team made up of experienced microbiologists that are eager to help whenever needed.
- A customer service team that is courteous and responsive to your ordering needs, plus an on-line ordering service that is open 24/7.

Headquarters: 1430 West McCoy Lane, Santa Maria, California, USA 93455 ~ Ph: (805) 346-2766

Website: www.HardyDiagnostics.com ~ Email: Sales@HardyDiagnostics.com

California ~ Washington ~ Utah ~ Arizona ~ Ohio ~ Texas ~ New York ~ Florida ~ North Carolina

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- An extensive product line of 2,700 culture media items and 13,000 total laboratory supply items.

We have already entered your existing pricing into our system, so there will be no changes to your pricing.

If you should ever need assistance, we are happy to help out in any way we can.

- For ordering, please call (800) 266-2222 Ext. 1, or email: CustService@HardyDiagnostics.com
- For technical questions, please call (800) 266-2222 Ext. 2, or email: TechService@HardyDiagnostics.com.
- For billing or invoicing questions, please call (800) 266-2222 Ext. 3, or email: Accounts@HardyDiagnostics.com

We look forward to providing you and your company with excellent service and are committed to ensuring your full satisfaction with our products.

Sincerely,



Jay Hardy
President
HARDY DIAGNOSTICS