



481 James Jackson Avenue
Cary, NC 27513
Tel: 919.461.2300
Fax: 919.461.2299

Capability Statement

Corporate Overview

Who We Are -- Triangle Analytical, Inc. was founded on the principal of offering quality, reliable, honest service and support to the rapidly expanding nuclear magnetic resonance community. Headquartered in Cary, North Carolina, Triangle Analytical, Inc. is conveniently located within a seven mile radius of the Research Triangle Park and Raleigh-Durham International airport. Our new state-of-the-art facility has the capabilities to refurbish, test, and install any spectrometer or magnet up to 600 MHz and our engineers are qualified to service spectrometers up to 800 MHz in the field.

We are working hard to be the best independent, aftermarket NMR service and support company in the business - a company that works every day to earn your trust and your business. From our OEM-trained engineers and application scientists to our customer service group, Triangle Analytical, Inc. has assembled a team to tackle your toughest NMR service and support challenges.

World-Class Technical Service -- The technical team at Triangle Analytical, Inc. has a combined 80 years of NMR service experience, with engineers located in North Carolina, Massachusetts, Delaware, New Jersey and Missouri. Our engineers are highly trained specialists, proficient in all types of spectrometers and superconducting magnets (including older models) and most have OEM training. Our experience and integrity is unparalleled.

Responsive Customer Service -- Our service engineers are supported by a rapid-response customer service and logistics team to answer your questions, process orders and provide technical support. The customer service team leverages the latest information technology to expedite your requests and ensure smooth scheduling and logistical support.

For Your Protection -- Triangle Analytical, Inc. is fully insured for all the work that we do, both on and off-site. In addition, we have made substantial investments in acquiring the capital equipment required to consistently offer reliable service and support.

Strategic Capabilities

NMR Magnet Service & Repair

Optimized Magnet Performance -- The quality of our work is unsurpassed, always meeting - and in most cases - exceeding OEM level repair. Our service and labor is guaranteed - we never invoice until work is completed in full as agreed in our detailed proposal. We support a wide range of magnets including Oxford, SpectroSpin, Varian, Nalorac, Chemagnetics and Magnex.

Magnet service and repairs include cryogen leak service, ring and seal replacement, room temperature shimming, re-energization, refurbishment, cold pumping, cryo-shimming, shipping and transport.

We offer complete service packages for all types of superconducting magnets. We know how systems are supposed to perform and can coax the best performance out of your magnet.

Emergency Magnet Quench Service -- A magnet quench is one of the most dangerous and expensive risks associated with your NMR spectrometer. Although such an event is infrequent with a properly maintained system, it can happen. Once the shock of seeing hundreds of liters of expensive cryogenics rushing out of your magnet has subsided, it's time to get your system up and running as quickly and cost-effectively as possible. Triangle Analytical, Inc. has the equipment, the people and most important, the experience to return your spectrometer to what it is supposed to be doing - collecting valuable data. From rapid response cryogen procurement to seal replacement, pumping, re-energization and magnetic field stabilization and homogeneity, Triangle Analytical, Inc. can minimize your downtime.

NMR Spectrometer Service

From basic troubleshooting to a complete overhaul of your NMR console, Triangle Analytical, Inc. has the experience to troubleshoot and calibrate new and old instruments alike. We solve the difficult problems that other companies give up on.

We know what good spectral data should look like and our years of experience mean we know how to coax the best performance out of your particular console.

As a service company, we are willing to troubleshoot down to the component level - from amplifiers to shim controllers (and everything in between) - we've got the background to isolate the problem and repair your

spectrometer. Because we stock hard to find replacement parts, we can often get you up and running within days if a critical component has failed.

All of our support contracts include troubleshooting and/or preventative maintenance visits - service that often allows us to identify a failing part before it becomes a major problem.

Quality Systems Compliance -- For laboratories that require it, Triangle Analytical, Inc. provides calibration and maintenance support that complies with ISO and GLP/GMP quality systems. If your lab has special calibration requirements, please give us call so that we may work with you.

Cryogen Services

Contract Services -- Depending upon the type of magnet, cryogen refill contracts including cryogens, travel and labor start as low as \$3,000 for a liquid Helium contract. We also provide liquid Helium and liquid Nitrogen refill services for labs with 3 or more systems. Your satisfaction is guaranteed and our contracts are simple. Unlike some suppliers, we do not try and lock you into a contract for multiple years and change your service levels in mid-contract. Our transfill contracts use the same engineers that install and service NMR systems. We do not use contracted refill services from inexperienced companies - our experienced people do the work.

Taking the Hassle Out of Cryofills -- One of the reasons for outsourcing your cryogen replacement work is so you can stop worrying about cryofilling your magnets and get on with your research. The customer service team at Triangle Analytical, Inc. will work with you to arrange the most appropriate fill schedule based on your equipment type and usage schedule. Our service engineers monitor cryogen levels and boil-off rates so you don't have to. In the unlikely event of a magnet quench during servicing, Triangle Analytical, Inc. guarantees that the magnet will be returned to pre-quench performance.

Instrumentation Brokerage and Appraisal Service

Looking to sell an NMR spectrometer or accessory? Looking for an accurate appraisal? Triangle Analytical, Inc. can fully inspect your equipment, running OEM-level system tests on spectrometers to determine operational status in order to generate an accurate appraisal and valuation. Triangle Analytical, Inc. also purchases NMR instrumentation for refurbishment and resale or for parts.

NMR Instrument Relocation Service

Full Service Relocation Experts -- We move everything from Bruker AC's-ARX's and old Chemagnetics to Varian Gemini / XL / VXR / Mercury / Unity / Inova's. Why employ two or more companies to manage a move when you can have one do it all? We benchmark, decommission, dismantle/pack, move/ship, unpack, provide all cryogenics and reinstall systems to previous performance levels - more often to levels that are many times better than before the instrument was decommissioned.

Location Consulting -- Concerned about the new location for your instrument? Have you checked the height and weight restrictions of the instrument? Gas venting? What about vibration, RF and/or ferromagnetic sources that can interfere with the performance of your magnet or spectrometer? The service engineers at Triangle Analytical, Inc. have moved thousands of systems and are experienced in minimizing the risks associated with relocating an instrument. Have one of our team visit your site before the move to ensure that the new location is ready to go. Such a visit could save you time and the expense of having to retrofit a location after a move is complete.

Annual Support Agreements

Triangle Analytical, Inc. offers a range of annual support agreements for your NMR spectrometer. From our comprehensive NMR Gold Plan, providing complete peace-of-mind, to our basic NMR Bronze Plan, Triangle Analytical, Inc. has an instrument support plan to suit your needs.

Visit our Support Page at <http://www.triangleanalytical.com/Support/support.htm> to learn more about our tiered support plans.

Our History, Experience and Record

Founded in 2002 by NMR veteran Jerry Hatvany, Triangle Analytical, Inc. is a new company that has emerged from many years of experience. Beginning with successful service engineer positions with companies like Varian® and Chemagnetics® in the 1980's, Jerry went on to serve The University of Akron's Department of Chemistry as a site engineer for much of the 90's. Including a highly successful NMR/MRI commercial partnership over the past 6 years, Jerry has been servicing, repairing and refurbishing NMR spectrometers and magnets for over 20 years. Joined by field service engineers located in Delaware, New Jersey, Massachusetts and Missouri, Jerry has assembled a world class engineering team to handle just about everything the NMR community can dish up. From its inception, Triangle

Analytical, Inc. has passionately sought to bring honesty and integrity to the NMR community by offering excellent, value-added service at a competitive price. In the first 2 years of business, the company has established a profitable, sustainable business model through NMR service and support, continuing to reinvest heavily in the business for solid growth.

We at Triangle Analytical, Inc. pride ourselves in producing solutions that meet and exceed our client's needs. In this light we are listing a partial list clients that we invite your organization to contact and verify first hand the quality of our work.

Abbott Bioresearch Center	ExxonMobil Research and Engineering	Novartis Pharmaceuticals
Akron University	Gateway Chemical Technology	OSI Pharmaceuticals
Arch Chemicals, Inc.	GE Silicones	Pacific Wave Communications, LLC
Bayer Corporation	Givaudan Flavors Corp.	Institute of Paper Science and Technology
Biogen Inc.	Goodyear Tire and Rubber Company	PharmAgra Labs, Inc.
Boehringer Ingelheim Pharmaceuticals, Inc.	Hamilton College	Pfizer, Inc.
Bowling Green State University	International Equipment Trading Ltd.	Process NMR
Bruker Biospin Corporation	Kean University	RamRod Scientific
Cambridge Isotope Laboratories, Inc.	Kent State University	S.C. Johnson Polymer
Carnegie Mellon University	Louisiana State University	Rohm & Haas Metalorganics
California State University	Manhattan College	Southern Connecticut State University
Case Western Reserve University	Marist College	United States Environmental Protection Agency
Chemkon, Inc.	Marshall University	United States Drug Enforcement Agency
Clariant Corp.	McDaniel College	University of Michigan
Colorado State University	Mt. Sinai School of Medicine	Washington University
Crompton Corporation	Muhlenberg College	Wooster College
Drexel University	NASA, Glenn Research Facility	Wyeth-Ayerst Pharmaceuticals, Inc.
E.I. Dupont	New Mexico State University	
Evergreen State College		

Information

Looking for world-class aftermarket NMR service and support?

Call us at 1-919.461.2300 or write us info@triangleanalytical.com.

Better service; higher quality; top-notch support; lower prices; and a principled, experienced, honest approach.

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481 James Jackson Avenue
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Contact: Gerard Hatvany
919-461-2300 | 919-461-2299 (fax)
www.triangleanalytical.com

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