Distributor meeting 2025

Operational Routines

LabRobot



Marketing material

Requests regarding marketing material to be sent to elisabet.nunez@labrobot.com (will be back from maternity leave and work 50 % from December 1, 2025)

- Most of the marketing material is available on www.labrobot.com in the “Distributors” section (accessible only with your distributor log-in)
- Elisabet’s back-up person is Hervé Laisis
- Note that we do not produce hard copies *(only digital documents)*

Needing visit/sales support at customer

Requests regarding visits to be sent to herve.laisis@labrobot.com

- Regards:
  - Training at your place,
  - Training at customer,
  - Support during demonstration,
  - Follow-up visit at customer,
  - Support at exhibition/conference

- For eventual service visit contact support@labrobot.com

Ordering

Orders to be e-mailed to: order@labrobot.com

- Orders are processed by **Fredrika Holmkvist** and **Lena Hiller**.
- Back-up persons are **Hervé Laisis** and **Andy Hernandez** (summer)
- All 4 (Fredrika, Lena, Andy, Hervé) receive e-mails sent to order@labrobot.com
- Order confirmation with prices, batch numbers expiry dates and expected shipment date is systematically sent to you
- We normally use **Dachser** (Targoflex) for complete pallets and **UPS** (UPS Standard) for smaller quantities

Service on instruments

Service requests to be e-mailed to: support@labrobot.com

- Coordinated by **Nicklas Larsson**
- Service itself mainly performed by **Anders Björkqvist** (DSIII), **Andy Hernandez** and **David Aronsson** (Dilugent Shaker)
- All 4 (Andy, Anders, David, Nicklas) and Hervé receive e-mails sent to support@labrobot.com

Avoid sending instruments
to Stenungsund before
having been in touch with us

Complaining

- Complaints should be registered on www.labrobot.com in the “Support” section (log-in needed)

- Complaints are coordinated by **Tove Svensson**
- Tove acknowledges complaints within 4 working days
- Tove’s back-up person is Hervé Laisis

- In complaints regarding Dilucup, please communicate the batch number
- In complaints regarding instruments, please communicate the serial number

Vielen Dank!

Tack så mycket!

Ontzettend bedankt!

Kiitos paljon!

Thank you so much!

Mange tak!

Щиро дякую!

Villmools Merci!

Muchas gracias!

Tusen takk!

Grazie mille!

Merci beaucoup!

Go raibh míle maith agat!