

DelawareBio and ALT Q&A

1. What differentiates ALT from companies that sell “used” lab equipment?

This is a question we run into often. We do see customers using the two interchangeably, but what’s important for buyers to know is “used” is typically sold “as-is”. The warranty can be extremely limited, even if one is offered at all. And Service and Customer Support, which can range from installation, training and troubleshooting, is also rarely available.

At ALT, all of our equipment is refurbished, which means we restore it back to the OEM operating specifications, tested and delivered with up-to a 1-year warranty and LIFETIME support. Refurbishing an instrument is a complicated process that requires not only in-depth system knowledge, but a breadth of knowledge across life science equipment. In our marketplace, customers will see this service being offered less compared to used or as-is equipment being sold. And the team required to refurbish equipment and to support the customer after the sale is no easy task. This is why ALT customers know they can buy with confidence from us.

2. What trends are you seeing from your clients and how does ALT leverage those trends?

We’re seeing a lot of activity on both sides with start-ups and larger organizations. More and more startups are emerging in this growing economy while more investors are funding early-stage firms. Also, Biopharma companies are implementing asset management programs that allow us to recover, refurbish and resell their lab equipment back in to the life science community. This equipment ecosystem is ALT’s sweet spot.

While start-ups are being well-funded, it doesn’t mean they have an endless supply of cash. Companies are strategically using their budgets on resources such as talent and shared lab space, rather than investing in lab buildouts and new equipment. This prompted us to build a relationship and invest in shared lab space operations and incubators around the country. To date, we have committed over \$2,000,000 in lab equipment and services to places such as, Lab Central in Cambridge, QB3@953 in San Francisco, CURE Innovation Commons in Connecticut, and BioLabs network of life sciences co-working spaces in San Diego, New York, and Raleigh. In building a relationship with them, we become part of the solution to lower the barrier of entry for early stage companies. They trust the equipment coming from ALT, and upon graduation, we’re able to offer high-quality, reliable instruments at a fraction of the cost of buying new. They’re able to continue their research without any lab downtime and now have the flexibility with budgets for other areas of their business.

3. How can DelawareBio members utilize their ALT benefits from the BIO Business Solutions® program?

Taking advantage of the discounts and benefits we offer to DelawareBio members is easy – it happens automatically! First, we have over 12,000 instruments in stock to choose from. After browsing our inventory online or speaking with our team directly, we provide members with a quote that line items the discounts and warranty upgrades they receive for free, just for being a member. This includes: 15% off regularly priced items, 10% off sale items, a 1-year warranty upgrade on all their equipment.

We strive for our customers to receive the best equipment for their needs and budget which is why we also offer a Price Match Guarantee. Like all of our other customers and State Association members in the BIO Business Solutions Program, DelawareBio members can buy with confidence when working with ALT. Members can visit us [our website](#), send us an [email](#) or simply call us at (860) 691-2213 to find the equipment they're looking for or to discuss equipment they want to sell or trade.

We look forward to supporting your members on their lab equipment needs.