



Scientific Support: Ask the Scientist!

Corning Scientific Support can help you succeed in any stage of your experiment. With a broad background in different Life Sciences disciplines, our support scientists offer valuable help for basic and advanced product support, designing new experiments, using the right products and delivering the necessary product documentation, protocols and certification.

Our free service may save you time and money!

Scientific Support at a glance:

- ▶ Pre- and after-sales application support
- ▶ Protocol-setup and -optimization
- ▶ Help choosing the right product
(e.g. suitable culture surfaces and -formats)
- ▶ Product documentation & information
(e.g. protocols, datasheets, guidelines)
- ▶ Product certificates
(e.g. certificates of conformity and analysis)
- ▶ Lot-specific information & reservation
(e.g. Matrigel®, ECMs, ADME products)
- ▶ Troubleshooting experiments and data
- ▶ Need more? Tell us!!

We understand you:

- ▶ We are scientists
- ▶ We offer extensive product experience
- ▶ We think out-of-the-box and try to find the best solution for you and your experiment
- ▶ Support in English, German and French

CORNING

Information for our customers is online

Scientific Support website with more detailed information about our contact details and services:

<http://www.corning.com/emea/en/products/life-sciences/support-main/technical-support.html>

Certificates

For all Corning products and Discovery Labware products (lots produced since January 2014):
Corning Lifesciences website

<http://catalog2.corning.com/Lifesciences/en-GB/Certificates/RetrieveCertificate.aspx>

What you also find
- More product
Details, e.g.
BSE/TSE

Certificate of Compliance	Product Description
Catalog Number: <input type="text"/>	Catalog Number: <input type="text"/>
Lot Number: <input type="text"/>	
<input type="button" value="Retrieve Certificate"/>	<input type="button" value="Retrieve Product Description"/>

What you also find
- rough dimensions

For Discovery Labware products produced before January 2014, certificates are available from the website below until expiration of the product:

<http://regdocs.bd.com/regdocs/searchCOA.do>

For all remaining products (Axygen, Mediatech, Gosselin) please contact Scientific Support directly under ScientificSupportEMEA@Corning.com

If you need any assistance, please contact us: ScientificSupportEMEA@corning.com

For additional product or technical information, and a complete listing of our International Offices and Distributors, please visit www.corning.com/lifesciences. You can contact our Scientific Support Team at ScientificSupportEMEA@corning.com.

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Web: www.corning.com/emea/en/products/life-sciences/support-main/technical-support.html

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