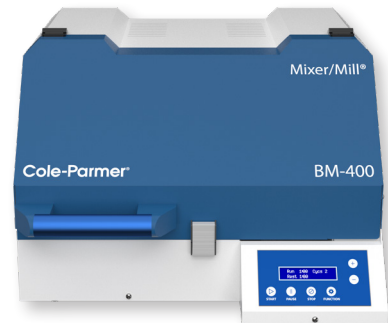


Cole-Parmer®

Spex SamplePrep is now Cole-Parmer



Spex SamplePrep Products are Now Rebranded to the Cole-Parmer Brand

Effective September 15, 2023, Spex SamplePrep products will be rebranded to Cole-Parmer brand. While our product name is changing from Spex SamplePrep to Cole-Parmer, the way we work with you has not. We have provided answers to some questions you may have about this change and what it means to you.

Q. Why are you changing the name of the brand from Spex SamplePrep to Cole-Parmer?

Over the years, we have acquired many high-quality and reputable brands. Spex SamplePrep is one of those brands. We continue to move forward with our strategy of consolidating our complementary brands under one world-class brand name, enabling us to offer a single and significant brand experience. Through one brand, we can speak in one voice to you through our team of experts who provide support in product selection, usage, and troubleshooting to empower you to run your laboratory more efficiently. This allows for an organized product portfolio and gives us the opportunity to continue to refine our service to you. We intend to give you the convenience you deserve; to find what you need as quickly as possible, so you can focus on your day-to-day tasks.

Q. Will the warranty period change?

Yes, under the Cole-Parmer brand, Spex SamplePrep products will have a 3-year warranty period.

Q. Will the part numbers change?

No, the part numbers will not change. You can continue to use the same part numbers when placing your orders on spexsampleprep.com or purchasing on coleparmer.com.

Q. Will manufacturing of the Spex SamplePrep products change?

No, we will continue to manufacture the products in Metuchen, New Jersey. The entire engineering, manufacturing, warehousing, and shipping teams will remain the same and continue to be managed by our Production Manager, Rashiem Page.

Q. Will all the literature, manuals and logos be updated?

Yes, where appropriate, new literature and manuals will be issued and logos/branding updated.

Q. Will my interactions and contacts with Spex SamplePrep change?

No, your interactions with Spex SamplePrep will not change. You can continue to collaborate with the same team members and support services. You will also be able to use the same website, phone numbers, quoting and ordering processes, account numbers, purchase orders, and payment methods as before.

Q. Who should I call for orders, service or technical support?

You can continue to call your salesperson, service teams and support rep as you did previously. You can use the same numbers with the same excellent service!

Q. Can I use my existing Spex SamplePrep account number?

Yes, you may still use your existing Spex SamplePrep or your Cole-Parmer account number.

Q. If I would like to check the status of my order or my service request, do I need to do anything different?

No, you do not need to make any changes to the way you interact with Spex SamplePrep because of this change.

Q. Where should I send my orders/quote requests to?

You may send your orders and quote requests to the same team members, call centers, or email addresses you did before the change to the Cole-Parmer brand.

Please do not hesitate to reach out to us with your questions. As always, we appreciate your business and value you as a loyal customer.

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