

Press Release

Nanion announces strategic alliance with BioTools to optimize service and support for Australian customers

Nanion Technologies GmbH
Munich, Germany,
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In order to improve service and technical support for customers in Australia, Nanion has entered a strategic alliance with BioTools. BioTools will carry out all installations, service visits and planned maintenance visits for Nanion's instruments in all eastern states of Australia, thus minimizing response time and downtime for our Australian customers in the east states.

All our customers are important to us

Nanion prides itself in providing the best technical and assay development support to our customers. This includes an onsite visit to the customer site within 3 working days for those who enjoy the benefit of our premium service contract. While Nanion's engineers travel from Munich, we recognize the unique logistical challenges, and we're continuously working to reduce wait times to provide quicker support for our valued customers around the world. Therefore, Nanion sought a partner in Australia who could provide expert onsite technical support to our customers in Australia. Nanion has partnered with BioTools, a leading innovator in life sciences technology, to provide planned maintenance and service visits, as well as installations, for Nanion's customers in the eastern states of Australia. This collaboration aims to ensure optimal performance and reliability of Nanion's automated patch clamp and cell analytics tools through regular and expert planned maintenance and on-site service visits, in close collaboration with Nanion's engineers. In particular for our SyncroPatch 384 customers in Australia, this means faster response times

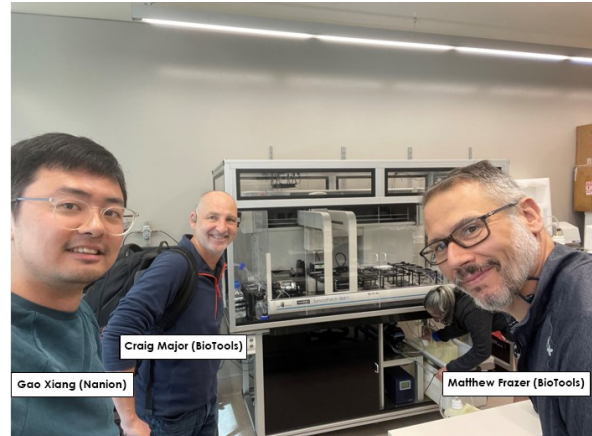
and engineers working in their own time zone.



Nanion's SyncroPatch 384 platform allows effortless high-throughput ion channel screening coupled with high flexibility and reliability. With the collaboration with BioTools, Nanion can now offer even better support for their Australian customers in the Eastern states.

Nanion's Service Operations Manager, Maurizio De Poli, said of the partnership: "We are thrilled to collaborate with BioTools, whose expertise in life sciences technology will ensure our Australian customers receive the highest standard of service and support. After realizing the challenges of managing short-notice travel for onsite visits in Australia from Germany, I reached out to my network

and contacts to find a reliable local partner in Australia. This partnership allows us to enhance the reliability and performance of the SyncroPatch 384, as well as our other instruments, ensuring seamless operation and enhancing customer satisfaction." Managing Director of BioTools, Hardi Schwarting continues, "We are excited to partner with Nanion to provide exceptional maintenance and service visits for their Australian customers. Our local expertise and dedicated service team are well-equipped to meet the high standards expected by Nanion's customers, ensuring their tools for cellular research operate at peak performance. This collaboration underscores our commitment to delivering top-tier support and strengthening our presence in the life sciences sector."



Nanion prides itself on offering the best on-site and remote service and support. The collaboration with BioTools means that on-site visits can be organized more quickly. Engineers from BioTools are always in close contact with Nanion's scientists and engineers to ensure the quickest solution.

About Nanion Technologies

Nanion Technologies is a leading provider of instrumentation for ion channel drug discovery and screening. Founded in 2002, Nanion has grown over the last 22 years to a company with over 120 employees worldwide. Nanion's team has developed and successfully established four generations of APC instruments along with further product lines for cell monitoring and toxicity screening, parallel bilayer recordings, and membrane transporter protein measurements.

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About BioTools

At BioTools we specialize in delivering cutting edge Life Science solutions to bridge the workflow gap for researchers within universities, hospitals and institutes. Our primary focus is on the delivery of outstanding customer service and a dedication to providing specialized customized solutions that meet your individual and unique workflows.

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