



Life Science Products

The LYNX mission is to provide Animal Care Washing Systems of the highest standards, quality, and reliability in the industry. Our service and customer care will be unmatched.

Frequently Asked Questions

Why is LYNX an expert in animal care washing, disinfection, filling and conveying systems?

With roots dating back to Basil Equipment, and with an overall market presence of over 30 years, LYNX has developed a keen awareness and sensitivity to what the industry is looking for in washing, disinfection, filling and conveying systems. LYNX also has an exceptional technical knowledge base from which to draw upon.

Over the years, suppliers have been challenged to develop shorter wash cycles and to minimize plant utilities. With expert analysis and by listening to our customers, LYNX has taken the lead in developing washroom systems that reduces overall utility costs and consumption. We work hard every day to meet and exceed this challenge.

What if my equipment requirements do not match your standard product offerings?

One of the benefits of coming to LYNX is that we will custom-tailor our equipment to meet the needs and requirements of our customers. Although we have standard models that are available, many of our machines are custom engineered for a particular application. We welcome the opportunity to work with you!

How fast is your service response time?

The LYNX service organization is comprised of a team of experts aligned to provide quick response (4 hours or less by phone) and accurate, cost effective equipment service. Installations, preventive maintenance, and routine service calls are provided by both our "in-house" service group, assisted by "local" factory trained and authorized third party service organizations. The benefit of this service arrangement is to have competent local and factory based service groups ready to provide the level of service required by our customers.

How durable is your equipment?

Our customers are looking for reliability and durability in the equipment that they purchase. LYNX is an industry leader in the design of rugged, reliable washing, disinfection, filling and conveying systems. Our reputation in the industry is unmatched.

Do you use standard parts and components?

Yes. To facilitate leadership in "minimum equipment downtime" LYNX standardizes on high quality, brand named, **non-proprietary, "off the shelf" parts and components.** LYNX provides the original equipment manufacturers (OEM's) name and part # for each component we provide on our unit. These parts are readily available from either the LYNX parts inventory, or from your local hardware or parts distributor. Both down-time and repair costs are dramatically reduced by having the option of purchasing these name brand parts and components locally.

Washing • Disinfection • Filling • Conveying



Do you provide product training?

Yes. This is an important part of our relationship with our customer. With our extensive complimentary training of your equipment operators and maintenance personnel, the proper use, care, and preventative maintenance is reviewed in detail. Additionally, with the use of your computer modem connection (available on all LYNX microprocessor based units), the LYNX in-house technical support team is able to diagnose most problems over the phone to assist your maintenance personnel through a service call or do the reprogramming right over the phone.

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Do you offer a warranty on your equipment?

Yes. The standard warranty on LYNX equipment is **two (2) years** on both parts and labor (unless otherwise quoted).

If you have any further questions regarding the equipment that LYNX Product Group provides, please do not hesitate to contact us at 716-751-3100 or email info@lynxpg.com. We are here to serve you!