



MVE Tech Tips



A monthly publication for the MVE Biological Products Distributors

September 2005

NEW CHART LITERATURE LIBRARY

Charts Marketing Department is pleased to announce the launch of our new online Literature Library. Charts internal users have been able to access this system for several weeks under the "Marketing Services" category of the company intranet. Now, our company website make the Literature Library available to the rest of the world.

On the www.chart-ind.com website, the "Literature" button now takes users to a menu of available marketing materials. Literature is organized into the same application categories as the rest of the content on Chart's website. One can browse through the thumbnail images and descriptions or look up specific documents using the search engine. Customers can order printed copies of any documents, and many pieces are also available for immediate download as Adobe PDF files.

The system accepts real-time requests for one or more printed documents, sending an automated confirmation message as soon as the order is received. All customer information contained in the request is captured and used to update Chart's CRM database. Once the order has been fulfilled, a representative of the marketing team marks it as complete and follow up with a personalized e-mail message.

In addition to the view of the Literature Library that online users will see, there's an administrative system behind the scenes that allows the marketing team to track document orders, revisions, and printing. Chart's marketing team has been using this system to organize our literature since last fall, and we're pleased to be able to present the results of these efforts to the rest of the world.

The new Literature Library is the latest development in an ongoing campaign to organize and update promotional literature throughout the organization. We've made some great strides, but we recognize that there's plenty of room for improvement. We're working to build a comprehensive tool that houses the literature for every phase of Chart's marketing efforts, including the Ferox and Asia operations. Our goal is to make it a complete resource, so please contact us if you know of additional documents that should be in the library.

If you haven't had a chance to try this new system, we invite you to take it for a test drive. As always, we welcome your comments, questions and suggestions.

POWER SUPPLY CHANGE IN INTERFACE KIT

The original power supply used in the interface kit (10740221) was 10751166. This was discontinued by the supplier in February of 2000. It was replaced by 10829461 through December of when it was discontinued by the supplier. We ended up buying a power supply and changing the plug that connects to the converter in house. That is when we started using 11504597 (effective 12/12/2000). The supplier for the power supply that we were using to make 11504597 discontinued the power supply that we were starting with. They offered an alternate, which we tested, and found to be suitable. We changed the P/N in the discretion of the purchased item (11504571) in November of 2004. No Chart P/N's changed on the bill of material but the power supply will look different from previous power supplies.

TEC-2000 LANGUAGE

The language of the front panel to the TEC-2000 is English. Chart does not offer any other language choices. The TEC-2000 des not have the option to change display languages. English is the only language offered.

REMINDER TEC-2000 STAND-ALONE

When ordering a replacement controller use the part numbers listed in this paragraph. These numbers should be used whenever a customer requires a new replacement stand-alone controller for their MVE freezers. These are NOT refurbished units. They are new, never been in service controllers. Do not use the former number 10717486. Instead use 12997223 for the TEC-2000 stand-alone replacement with the symbolic display and 12997231 for the stand-alone controller with the text display.

RACK SYSTEM LAYOUTS

All rack system layout drawings, part numbers and prices are on our web site WWW.CHARTBIOMED.COM under the Resource Library Heading.

TANK SWITCHER

The power supply as shown in the tank switcher manual shows a part number of 10995355. Because the switcher requires CE approval for Europe and this power supply did test satisfactorily for this purpose, it was changed. The new power supply for the switcher is 11795048. It will come equipped with two detachable power cords, one for 110V service and the 2nd for 240V service.

We had a request for a tank switcher for O2 service. Because most of the parts are not O2 cleaned and not readily available from the vendors as such, it would be difficult to manufacture an O2 clean tank switcher. On addressing this question further, our Canton facility does not have the capability to O2 clean parts.

UPCOMING SHOWS

Dates	Show
October 4 – 8	World Dairy Expo Madison, WI
October 15 – 19	ASRM (Amer. Society of Reproductive Medicine) Montreal, Canada
October 16 – 18	AABB Seattle, WA
December 10 - 13	ASH (American Society of Hematology) Atlanta, GA

CRYOBIOLOGICVAL TECHNICAL SERVICE TRANING

Cryo-Biological technical training is scheduled this fall for Nov. 2, 3 in Marietta, Georgia. Registration information will follow or you can contact Bruce Edel for complete information.

JUST FOR FUN

The following list of useless trivia was graciously supplied by Jennifer Brewer.

In the 1400's a law was set forth that a man was not allowed to beat his wife with a stick no thicker than his thumb. Hence we have
"The rule of thumb"

Many years ago in Scotland, a new game was invented. It was ruled "Gentlemen Only...Ladies Forbidden"...and thus the word GOLF entered into the English language.

The first couple to be shown in bed together on prime time TV was Fred and Wilma Flintstone.

Every day more money is printed for Monopoly than the US Treasury.

Men can read smaller print than women can; women can hear better.

Coca-Cola was originally green.

It is impossible to lick your elbow.

The State with the highest percentage of people who walk to work: Alaska

The percentage of Africa that is wilderness: 28% (now get this...)

The percentage of North America that is wilderness: 38%

The cost of raising a medium-size dog to the age of eleven: \$6,400

The average number of people airborne over the US any given hour: 61,000

Intelligent people have more zinc and copper in their hair.

The first novel ever written on a typewriter: Tom Sawyer.

The San Francisco Cable cars are the only mobile National Monuments.

Each king in a deck of playing cards represents a great king from history:

Spades - King David

Hearts - Charlemagne

Clubs -Alexander, the Great

Diamonds - Julius Caesar

~~~~~AND FINALLY~~~~~

At least 75% of people who read this will try to lick their elbow

## **BIO-MEDICAL CUSTOMER AND TECHNICAL SERVICE**

Chart Bio-Medical Office  
1800 Sandy Planes Industrial Parkway  
Suite 316  
Marietta, Ga. 30066  
770 425-4470

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Suite 300  
Burnsville, Mn. 55337  
952 882-5000

AI Warehouse  
302 2<sup>nd</sup> St. nw  
New Prague, Mn. 56071  
952 758-7702

Customer Service  
800 482-2473 toll free  
770 257-1299  
888 932-2473 fax

Technical Service  
866 819-5897 toll free  
952 641-6115  
612 382-6678 cell  
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