



Hello to all,

Herein, I would like to share with you, whom I know and have used your expertise and services for many years, about my experience working with Golan Ben-Ari and other people from Odem, the representative of Pfeiffer company in Israel. It will be beneficial to the companies like yours and us, your customers when Pfeiffer vacuum solutions are used in the mass spectrometers.

Few examples,

Recently, I had to replace the UHV ion gauge (IKR 270). Thermo offered it to buy for €7000, while we purchased it from Pfeiffer for €1660. We could do it even cheaper by ordering a repair kit, however the gauge was needed urgently.

Today, we must replace/repair the first turbo pump in Q-Exactive (S-TP540-71). Thermo sold it (didn't exchange) for €35,000 three and a half years ago (how much does it cost today, 20, 30, 40% more?). Well, it can be repaired by Pfeiffer, the manufacturer of the pump, for 14,000 **NIS only** (including transportation and taxes)! לעזאזל, wasn't it better to leave this money in Israel?

None of the MS service personnel wants to replace the turbo pump bearing oil reservoir, a part of the pump care (although the software of TSQ kindly requests for replacement (Odem can do it).

If Bargal has a conflict of interest with Thermo Scientific, then at least, please inform your customers about the existing alternative. I know laboratories that shut down mass spectrometers only because they were unable pay \$5000-6000 for an ion gauge...

People from Odem are not only professional but also honest. I told them about the price differences between Thermo and Pfeiffer and nonetheless got very attractive prices.

Wishing you all for productive cooperation!

Julius Ben Ari