

Convincing Solutions for your drug testing



Company

SOTAX, founded in 1973, began as an engineering company to service the pharmaceutical and other industries. Today SOTAX is a leader in the development and manufacturing of test instruments and software for tablet testing and is a leading solution provider for the pharmaceutical industry. SOTAX is owned privately by the Benz family.

Worldwide, SOTAX has a staff of over 140 skilled and motivated employees. Its headquarter is in Allschwil, near Basel, the center of the pharmaceutical industry in Switzerland: manufacturing, engineering, research and development, as well as administration, sales and marketing departments are all located there together with a demo and application laboratory as well as an auditorium for conferences and seminars. SOTAX has sales and service organizations in Canada, China, France, Germany, Great Britain, Italy, Switzerland and the USA and is represented in other markets through local distributors. The US organization is located in Hopkinton, Massachusetts, with administration, demo and application laboratory, maintenance center and warehouse. SOTAX Corporation has a network of sales and service specialists throughout Canada and the USA.

SOTAX has established an excellent international reputation as a specialist in the development and production of sophisticated test equipment and automated systems. We work with major pharmaceutical companies to develop customized hardware/ software solutions for their products. Our management focuses on very high quality standards in all operation levels and is continuously improving the quality of its systems to meet GMP, GAMP and ISO 9000-3 standards. In 1996 SOTAX received the ISO 9001 Certification, extended in 1999 to the TickIT Quality system for software development, thereby becoming the world's first supplier of dissolution testing systems to receive this seal of quality. SOTAX instruments meet all CP, EP, JP, USP and FDA Guidelines and SOTAX Softwares allow full compliance to 21 CFR part 11.

SOTAX also offers SPS Pharma Services (CRO), contract research lab dedicated to dissolution testing research, method development and advanced training. In 2008, SOTAX integrated the Zymark® automation product line, resources and services. With the addition of the Hopkinton facility in Massachusetts, customers benefit from SOTAX's increase US and global presence and network of direct sales and services.

SOTAX also offers its know-how as a service to the pharmaceutical industry, including installations, maintenance and repair services as well as a comprehensive and careful validation service in compliance with FDA regulations.

The loyalty displayed by our regular customers in more than 40 countries throughout the world encourages us to continue to deliver the highest quality.

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- Compliant with all Pharmacopeial methods including USP Apparatus 1 (basket), Apparatus 2 (paddle), Apparatus 5 (paddle over disk), Apparatus 6 (rotating cylinder), Intrinsic Dissolution, Stationary basket, and Mini Paddles/Baskets/Vessels Fulfills all USP, EP, JP and CP requirements
- Seven vessels for 6 samples and 1 placebo or blank solution, staggered vessel design for unobstructed visual observation, built-in heater/circulator Compact and space-saving design, vibration free, easy sample viewing
- Fixed position shaft height, automatic vessel centering and built-in evaporation covers
 Fully conforms to ASTM Mechanical Calibration with low evaporative loss of media
- Program dissolution methods in firmware and print reports with built in printer report
 Program assistance in tablet introduction, sampling times, protocol printout of test parameters incl.
 temperature, rom, sampling times for traceability

- Tablet introduction assist Simultaneous or staggered table introduction
- Serialized Shafts, Paddles, Baskets and Vessels with removeable bath and cover plate Easy removal and cleaning of paddles, baskets, vessels and bath. Components identification for validation
- Modular concept ready for upgrades to automation with firmware or software control
 Easy upgrades to automation with addition of autosampler, on-line HPLC, on-line UV-Vis spectrophotometer, UV Fiber Optics or Automated Sampling Device
- Sampling port on each vessel
 Allows manual sampling through height
 adjustable cannula











- Controlled by WinSOTAXplus Advanced Dissolution Software
 - Allows full compliance to 21 CFR part 11 in standalone and client/server modes
- Drivers available for several UV-Vis brands
 Possible use of existing UV-Vis spectrophotometers
- Direct sample analysis during the test Dissolution curves available on the fly
- Connect two baths to a single UV-Vis Spectrophotometer Enhanced productivity (12 samples)
- ► Automatic sampling through or beside the shaft by Hollow Shaft[™] or cannula Complete sampling reproductibility on the six samples and one placebo or blank solution

- Simultaneous withdrawing, filtering and analyzing of the six samples and one placebo or blank solution
 Shortest measuring intervals for determining the release profile
- pH change by Media addition and pH monitoring controlled by software

Automate time consuming media changes

Compatibility with filter station FS 7 Allows filter changes before each sampling time



SOTAX AT 7smart UV On-line

Automated photometric analysis for Dissolution tests according to USP 1, 2, 5, 6 and intrinsic Dissolution methods



- Automated sample injection or collection Increased productivity
- Direct transfer of samples from dissolution bath to LC Elimates manual handling errors
- Injections controlled by the external module SOTAX MF 7-LC
 Compatible with all major brands of HPLC
- Designed for rapid direct injection LC methods Can be adapted to UPLC or equivalent systems
- Controlled by WinSOTAXplus Advanced Dissolution Software Compatibility with other SOTAX Dissolution systems
- Automatic sampling through or beside the shaft by Hollow Shaft™ or cannula Complete sampling reproductibility on the six samples and one placebo or blank solution



SOTAX AT 7smart HPLC On-line

HPLC On-line solution for fast UPLC/HPLC methods





- Semi-automated system based on the AT 7smart, includes a pump CY7-50 and a fraction collector C613 Simultaneously withdrawing, filtering and collecting of the 6 samples and a placebo or a blank solution in open/capped LC vials or open glass tubes at each sampling time
- Firmware controlled with comprehensive menus or controlled by WinSOTAXplus Advanced Dissolution Software allowing compliance to 21 CFR part 11 System control flexibility
- Connect 2 baths to a single fraction collector Enhanced Productivity (12 samples)
- Additional valve for media replacement Sample volumes removed can be replaced by fresh solvent, allowing low volume dissolution profiles

- Automatic sampling through or beside the shaft by Hollow Shaft™ or cannula Complete sampling reproductibility on the six samples and one placebo or blank solution
- pH change by Media addition and pH monitoring controlled by software
 Automate time consuming media changes
- Compatibility with Filter Station FS 7 Allows filters change before each sampling time



SOTAX AT 7smart Off-line

Automated sample collection for dissolution tests according to USP 1, 2, 5, 6 and intrinsic Dissolution



- Robotic system integrated with SOTAX AT 7smart Compact space-saving system, upgrades any existing standard AT 7smart
- Sample collection into HPLC capped vials No evaporation of the collected samples
- No system tubing volume
 Avoids potential adsorption problems (e.g. adherent products such as hormones)
- Firmware controlled method programming and reporting Easy programming





SOTAX AT 7smart ASD

The automatic staggered sampling system for SOTAX AT 7smart

SOTAX AT 7smart OPT-DISS™



Features & Benefits

- Simultaneous In-Situ UV-Vis measurements in 7 vessels No tubing, no pumping, no filtering, no gap time, no dead volume
- Controlled by WinSOTAXplus Advanced Dissolution Software
 - Allows full compliance to 21 CFR part 11 in standalone and client/server modes
- Uses patented ARCH Probes[™] and standard immersion probes Low disturbance open design, prevents excipient buildup, bubble entrapment and provides consistent
- CCD Detector optimized for fast UV readings
 Real simultaneous measurements on 6 channel

- No sample removal, filtering or pumps Minimal hydrodynamical effects with ARCH Probes™ with the possibility to run methods developed on standard probes
- In-Situ measurements
 Amazing ability to scan simultaneously on 6 vessels



SOTAX AT 7smart OPT-DISS™

The UV Fiber Optic system designed for Dissolution testing



 Fully automated tablet dissolution system for a series of 10–15 dissolution tests using the USP 2 method

10 to 15 test without any user intervention

- Automates the entire dissolution test from media preparation and delivery, sampling, filtering, collection and/or analysis, and vessel cleaning Method transfer from manual to automation with guaranteed reproducibility monitored on every step and complete traceability
- Controlled by WinSOTAXplus Advanced Dissolution Software
 - Immediate familiarity for WinSOTAXplus users, same drivers as for semi-automated systems

- Media change procedures allow additions, replacement or a full change of media
 Allows difficult method transfers with pH monitoring and dispensed and added media volume validation
- Compatible with a variety of sinker types
 Allows multiple capsule testing (R&D and QC)
- Specific solution for pellets and granulates
 On-going development for specific USP 2
 customers needs
- Woldwide Network of dedicated product specialists for support and validation Complete validation IQ, OQ, PQ under Maintenance and Validation contracts



SOTAX AT 70smart

High volume dissolution testing throughput for paddle methods





- The AT 70 BS 60 has all the features of the AT 70smart plus:
- Up to 10 dissolution tests for USP 1 methods Maximum throughput on USP 1 and 2 methods
- Simultaneous attachment and removal of test baskets
- Optical sensor confirmation of basket attachment and removal
 - Accurate and reproducible automation process checking potential errors

- Short and thorough cleaning cycle for tubes, baskets and vessels
 - Complete cleaning of the systems (tubes, baskets, vessels)
- Specific solution for sticky products
 Unique custom solutions for specific USP 1 methods





SOTAX AT 70 BS 60

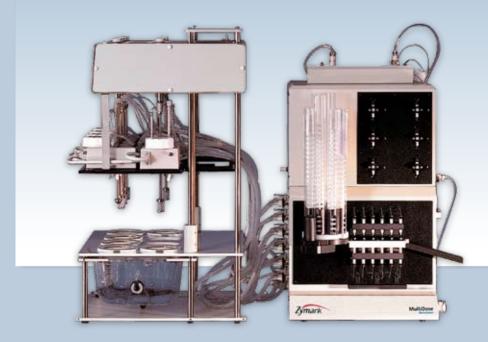
High volume dissolution testing throughput for both paddle and basket methods

MCG3 Zymark® MultiDose G3



Features & Benefits

- Automate some existing manual dissolution baths
 Simplifies tedious method transfers from manual to automation
- Eight different basket or paddle methods with different requirements within each batch
 Flexible open architecture allows for a wide variet of applications
- Compatible with a wide range of sinkers including Japanese sinkers
 - Easy method transfer from manual to automation even for methods with sinkers
- Gravimetric recording of initial vessel volume prior to running method Increased traceability compared to equivalent manual methods
- Probe equipped with temperature sensors to measure and record in each vessel at each sampling point
 Improved efficiency in development compared to equivalent manual bath methods



Zymark MultiDose G3

Proven MultiDose® and MultiDose Plus® for fully automated dissolution analysis for paddle and baskets





- Dissolution media preparation with a mobile space saving unit
 - Can be moved close to the Dissolution bath location to avoid any vessel or bath displacement
- Use of concentrates with on-line preparation or by sequential addition
 Time and money savings
- Automates heating, stirring and vacuum degassing of the dissolution media
 Improves seproducibility and reliability
- Volumetric filling at 1500 ml/min with an accuracy better than 1 %

- Gravimetric self-calibration option with built-in balance and printer port (optional)
 Print out volumes dispensed and Calibration reports
- Optional tray for media tank holding, protection bars
 Simplified handling of media tanks



SOTAX MPS

Increased productivity with automated media preparation



Automates 25 mm luer-lock filter changes after each sampling point

Solves saturation and clogging problems

- Filter change controlled by AT 7smart firmware or by WinSOTAXplus Advanced Dissolution Software Complete extended and modified release testing and media change methods automation
- Allows the use of 0.45 micron porosity 25 mm filters (with the SOTAX CP 7 pump) Complete the SOTAX fraction collector with filtered samples ready for HPLC analysis
- ► Uses SOTAX and Zymark certified Pall™ PSF filters Simplifies filter validations and method transfers to full automation

- Compatible with AT 7smart On/Off-line systems
 - Upgrade easily the existing SOTAX semiautomated systems On and Off-line
- Storage up to 140 filters and collection tray for dispensed used filters
 Easy filter handling





SOTAX FS 7

The SOTAX FS 7 Filter Station for reliable automated filter changes after sampling in semiautomated dissolution systems





- Flow-through cell (Apparatus 4) instrument with pump and UV-Vis spectrophotometer Designed for semi-automatic USP 4 methods with photometric analysis
- Cells available for tablets, capsules, powders, APIs, lipophilic forms, suppositories, suspensions, liposomes, microspheres, semi-solids, implants and medical devices Testing of several dosage forms, including novel dosage forms, in dedicated cells
- Available in closed and open loop configurations
 Useful for low dose and poorly soluble formulation
- Controlled by WinSOTAXplus Advanced Dissolution Software
 Allows full compliance to 21 CFR part 11 in standalone and client/server modes
- Drivers available for several UV-Vis brands
 Possible use of existing UV-Vis
 spectrophotometers
- Direct sample analysis during the test Dissolution curves available on the fly



SOTAX CE 7smart UV On-line Automated photometric analysis for dissolution tests according to the Flow-through Method (USP 4)



- Flow-Through Cell (Apparatus 4) instrument with pump and fraction collector Designed for semi-automated USP 4 methods in open loop
- Cells available for tablets, capsules, powders,
 APIs, lipophilic forms, suppositories, suspensions,
 liposomes, microspheres, semi-solids, implants
 and medical devices
 Testing of several dosage forms, including novel
- Automated media change with media selector Recommended configuration for media and/or pH changes

- Continuous pumping of fresh media with on-line degassing option
 Ideal for dissolution testing of poorly soluble compounds
- Automated fraction collection Flexible sample collection from minutes to months
- Controlled by WinSOTAXplus Advanced Dissolution Software or by firmware Allows full compliance to 21 CFR part 11 in standalone and client/server modes



SOTAX CE 7smartOff-line open system

Open loop off-line with fraction collector for dissolution tests according to the Flowthrough Method (USP 4)





- Flow-through Cell (Apparatus 4) instrument with pump and fraction collector including a syringe autosampler Designed for semi-automated USP 4 methods in closed loop with low volume sampling (e.g. Medical Devices and Drug Eluting Stents Elution methods)
- Cells available for tablets, capsules, powders, APIs, lipophilic forms, suppositories, suspensions, liposomes, microspheres, semi-solids, implants and medical devices
 Testing of several dosage forms, including novel dosage forms, in dedicated cells
- ldeal for small media volume testing
 Ideal system for Stents and Medical Devices Elution
 testing

- Sample collection in closed HPLC vials or test tubes with up to 29 rows
 Allows small volumes sampling during long term testing down to 100 μl or micro liters
- Controlled by CE 7smart firmware Password protected methods and printed reports
- Built in Needle rinsing system
 Carry-over prevention



SOTAX CE 7smartOff-line closed system

Closed loop off-line with syringe autosampler for dissolution tests according to the Flow-through Method (USP 4)

SOTAX Dissolution Accessories



Paddle and Basket Shaft Holder



Rack for Baskets



USP 4 Cell Holder Storage Tray



Media Addition Valve Support



Vessel cover



Shaft Cleaning Assembly



One unified software version for all SOTAX
 Dissolution semi-automated and fully automated systems

Faster Validation training for existing users, quick method transfer from semi-automation to fully-automation

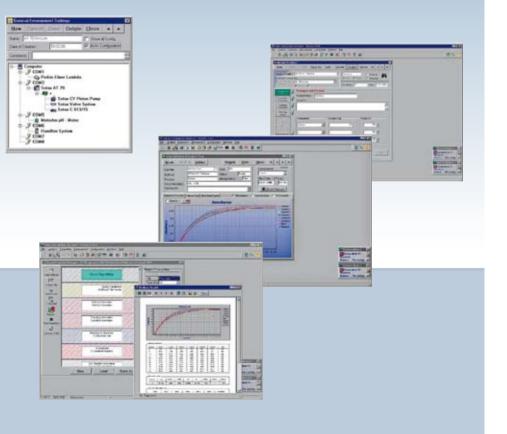
- Microsoft SQL server Database Scalable from a single workstation to a lab/ department/company network
- Validated software with configurable users rights and audit trails, protected database, log files Allows compliance to GxP and 21 CFR part 11
- Dissolution Methods linked to System configurations

Users only see menus and dialogs which conform to their hardware configuration and user rights

- On-line modules for UV-Vis measurements with full scanning for diode array spectrophotmeters
 - Dissolution data fully available on a single window during the test
- Various Calibration modes and protocoling of parameters

Configurable reports including instrument serial numbers, raw data, concentration and % dissolved, rpm, temperature, calibration data, signatures

Export functionalities Interfaces with LIMS and external softwares/ databases/programs



WinSOTAXplusAdvanced Dissolution Software

The most advanced Dissolution software controlling all SOTAX Dissolution system components in single workstation or in client/server modes

APW3 Zymark® APW3



Features & Benefits

- Sample Preparation Workstation designed for Active Pharmaceutical Ingredients (APIs) Assays
 Fully automated analysis for API stability Indicating Assays and Related Compounds
- Capacity for up to 300 samples 300 samples or 150 with a single step dilution can be run unattended
- Dual range four to five-place balance
 Gravimetric confirmation assures liquid are
 dispensed with accuracy and precision
- Dispersing volume from 0.5 to 10 mL in 16 x 100 mm tubes
 - Versatility in applications: API, cleaning validation, low dose or soluble dose assay and uniformity

- Sonicating probe with temperature control (optional)
 Increases the speed of sample extraction with sonication
- Sample Analysis by UV or LC. Waters Empower 2 Interface available
 State of the art analytical integration: archive Samples in Capped HPLC Vials, optional Barcode Reader









- Fully automated sample preparation workstation for tablets, capsules, powders and suspensions Unattended operation. Fully automated analysis
- Automate from 50 to 200 samples without operator intervention
 Method Development flexibility
- Dispersing volume from 50 to 500 mL. Low dose option from 20 to 100 mL
 Improve robustness of sample preparation methods
- Dual range four to five-place balance, three place balance for dispersant solvent Gravimetric confirmation assures liquids are dispensed with accuracy and precision

- Network capability
 Save analyst time for added value tasks
- Sample Analysis by UV or LC. Waters Empower 2 Interface available State of the art analytical integration: archive Samples in Capped HPLC Vials, optional Barcode Reader



Zymark TPW 3

Proven third generation TPW 3 Tablet
Processing Workstation for automated
content uniformity and assay testing



- Simultaneous sample processing Increased sample throughput and speed of analysis for improved productivity
- Sample capacity independant from dilution steps: up to 240 samples in 16 x 160 mm tubes or up to 80 samples in 32 x 115 mm tubes
 Great flexibility and throughput for the introduction of a wide sample range (tablets, capsules, powder, pellets, liquids, Blend uniformity and efferyescent tablet)
- Unique vessel design
 Solvent volumes from 25 to 1000 mL
- 8-channel Solvent Selector
 Allows complex methods automation
- Built-in ambient temperature sensor Solvent dispensing based on density

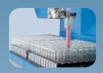
- Brushless homogenizer motor Maintenance free
- Unique cleaning design Minimal solvent comsuption, elimination of carry-over
- Off-line sampling with cooling option and injection in UV-Vis or in up to two LC systems Complete flexibility in samples handling and analyzing
- Fully controlled by highly secured CT Software including user rights, electronic signatures audit trails
 Allows 21 CFR part 11 compliance and paperless reporting



SOTAX CTS













SOTAX CTS

High sample throughput for automated content uniformity and assay testing

- Disintegration time testing unit with two basketrack assemblies
 - Allows 3, 6 and 12 sample methods
- Each basket-rack assembly can be controlled, started and stopped individually Individual measurement and reported value for each sample
- Automatically lowers the baskets at test start and raises the baskets at test end Simplifies basket handling
- Optional automated detection of disintegration end point
 - Reproducible results in all media without any interpretation mistake

- Conforms to the latest USP <701> and <2040> chapters for disintegration testing Fully compliant in manual and automated modes
- Connection to printer
 Report printout with test results, statistics and temperature protocol
- Optional Q-Doc Prolab® quality documentation software Allows 21 CFR part 11 compliance, paperless reporting and LIMS connection



SOTAX DT 2Disintegration Testing Apparatus

Disintegration Testing from basic to automated detection





- Two hardness measurement principles "Constant Speed" or "Constant Force" with a measuring range of up to 500 or 1000 N
 Can be parametered to match existing tablet testers.
- ► Equipped with the Auto Alignment™ device
 Even the most difficult of tablet shapes are
 automatically aligned correctly to prevent erroneous
 hardness measurements
- Testing of hardness, thickness, width, diameter or length and weight (with a balance)
 Testing of five essential physical parameters with results (in Newton, Strong Cobb or Kilopond; mm or inch; mg or g) and statistical data on display which can be printed out on a standard or label printer
- Operating conditions are programmable via front keypad with graphic display The program menu allows the user to set specifications for the tablets as T1/T2/T3
- Optional Q-Doc Prolab® quality documentation software
 Allows 21 CFR part 11 compliance, paperless reporting and LIMS connection
- Simplified calibration with the SOTAX Automated Dynamic Calibration Tool No weights to carry
- ► Three point calibration and tablet orientation Complies with <USP 1217> and EP 2.9.8



SOTAX HT 1 Manual Tablet Testing System The manual tablet testing system for fast, accurate and trouble-free measurements of all tablet shapes and sizes

SOTAX HT 10 Semi-Automated Testing System

Features & Benefits

- Two hardness measurement principles "Constant Speed" or "Constant Force" with a measuring range of up to 500 or 1000 N
 - Can be parametered to match existing tablet testers
- Tablet Feeder in teflon with engraved numbers
 Easy to load, remove and clean
- Four-station transporter including self-cleaning brushes
 - Accurate automated testing on 20 tablets
- ► Equipped with the Auto AlignmentTM device
 Even the most difficult of tablet shapes are
 automatically aligned correctly to prevent erroneous
 hardness measurements
- Testing of hardness, thickness, width, diameter or length and weight (with a balance)
 Testing of five essential physical parameters with results (in Newton, Strong Cobb or Kilopond; mm or inch; mg or g) and statistical data on display which can be printed out on a standard or label printer

- Operating conditions are programmable via front keypad with graphic display The program menu allows the user to set specifications for the tablets as T1/T2/T3
- Optional Q-Doc Prolab® quality
 documentation software
 Allows 21 CFR part 11 compliance, paperless
 reporting and LIMS connection
- Simplified calibration with the SOTAX Automated Dynamic Calibration Tool No weights to carry
- Three point calibration and tablet orientation Complies with <USP 1217> and EP 2.9.8





SOTAX HT 10 Semi-Automated Testing System The automated tablet testing system for fast, accurate and trouble-free measurements of all tablet shapes and sizes

SOTAX HT 100 – Fully Automated Testing System



Features & Benefits

- Two hardness measurement principles "Constant Speed" or "Constant Force" with a measuring range of up to 500 or 1000 N
 - Can be parametered to match existing tablet testers
- The HT 100 has ten chambers with a capacity of 115 mL each (equivalent 200 medium-sized tablets) Automated testing of 10 different batches of tablets, dragées, oblongs, effervescent tablets or similar drug delivery systems
- Vibration-free Auto Separator
 Separates all shapes and sizes of tablets without manual adjustment
- Equipped with the Auto Alignment[™] device Even the most difficult of tablet shapes are automatically aligned correctly to prevent erroneous hardness measurements

- Testing of hardness, thickness, width, diameter or length and weight (with a balance)
 - Testing of five essential physical parameters with results (in Newton, Strong Cobb or Kilopond; mm or inch; mg or g) and statistical data on display which can be printed out on a standard or label printer
- Q-Doc Prolab[®] quality documentation software
 - Allows 21 CFR part 11 compliance, paperless reporting and LIMS connection
- Simplified calibration with the SOTAX Automated Dynamic Calibration Tool No weights to carry
- ► Three point calibration and tablet orientation Complies with <USP 1217> and EP 2.9.8



SOTAX HT 100Fully AutomatedTesting System

The fastest automated tablet testing system for fast, accurate and trouble-free measurements of all tablet shapes and sizes batch after batch

F300 SOTAX FT 300 - Flowability Tester

Features & Benefits

 Performs a variety of test conditions including mixing and vibration settings

Produces precise, fast and reproductible results on the flowability characteristics of blends, powers and granulates saving time and product

- Standardized test conditions
 Ensure optimum correlation of processing condition and optimal tablet press settings
- Vibration and mixing steps pneumatically controlled
 Operator-independent results, eliminating human error
- Q-Doc Prolab[®] quality documentation software
 - Allows 21 CFR part 11 compliance, paperless reporting and LIMS connection
- Includes a Mettler precision balance Accuracy of measurements
- Calibration and Qualification procedure Traceability of results



SOTAX FT 300 Flowability Tester To determine the flowability characteristics of blends, powders and granulates simulating processing conditions





- Front loading with built-in tilt
 Easy to use with one or two drums
- Time, counter, speed modes Flexible operation
- Easy to view LCD Display and scroll down menus Designed for the user
- Calculation of percent friability and test report printed
 As per GMP/GLP requirements

- Menu guided Qualification procedure Easy Qualification
- Designed and manufactured in Switzerland Accurate and robust



SOTAX FT 2 Friability Tester **Friability Tester for Single or Dual Drums**



- One single position for all measurements
 Compliance and simplicity
- Easy to view LCD Display and scroll down menus Easy of use
- Calculation of results
 Tapped Density, Compressibility Index and
 Hausner ratio
- RS232 and Ethernet ports for communication
 Connection to a balance and print-out of results
- Qualification procedure Easy Qualification



SOTAX TD 1 Tape Density Tester The most flexible Tap Density Tester for EP, ASTM, USP I and USP II tests

Q-DOC Prolab® Software



Features & Benefits

- Automated control of the SOTAX family of hardness testers, disintegration, friability and powder flow testers
 - One single software for use with SOTAX physical testing instruments
- Laboratory Monitoring Software System (LMSS) Connection to LIMS System
- Modular driver concept
 Allows simplified integration of new components
- Microsoft SQL database
 Full network capability
- Designed for the Pharmaceutical Industry Allow compliance to 21 CFR part 11 and to GAMP 4



Q-Doc Prolab® Software Quality Management Software for automated control, reporting and data management for the in-process control measurements of tablets

SOTAX Services



SOTAX, as a customer-oriented company, offers comprehensive after sales service covering installation, maintenance, qualification and repair. An extensive network of service engineers represents SOTAX all over the world. In addition to installation, maintenance and repair SOTAX also offers both operational and performance qualification services (OQ, MQ and PQ). Thoroughly trained SOTAX specialists qualify the units according to the cGMP and GAMP guidelines. These SOTAX Service Specialists help our customers on a daily basis maintaining their procedures, instruments and results in accordance to the latest Regulation Agencies guidelines.

Installation

SOTAX includes system installation and training with all new purchases. We guarantee you that the instrument functions to specification and that its users are properly trained. SOTAX specialists install the systems including the control device and software in the SOTAX test laboratory prior to shipping to ensure correct functionality to specification. Upon delivery to the customer's laboratory the system is installed and again tested to specification prior to train its users. If the customer wishes, the required operational and / or performance qualification work can be performed by the SOTAX specialist.

Maintenance

Though SOTAX test instruments are highly reliable and generally trouble-free, regular anticipated maintenance visits made by specialists are recommended. The FDA requires routine maintenance procedures for the test instruments for the development and quality control of the medicaments. If this is not sufficiently performed by laboratories, it can lead to non-conformance during an audit. SOTAX offers various maintenance solutions. Maintenance can be performed once or twice a year and can be written into a maintenance contract. The maintenance work performed is recorded and accepted by that company's responsible person and the laboratory is provided with all the necessary documentation in case of an inspection

Qualification

SOTAX offers a calibration and qualification service in accordance with the USP, EP, FDA and GMP guidelines. This includes Design Qualification (DQ), Installation Qualification (IQ), Operational Qualification (OQ), Mechanical Qualification (MQ), each with the corresponding validation documents. In addition the required system suitability test or performance



qualification (PQ) using USP PVT tablets can be performed by our specialists. SOTAX actively participates in the USP multi-centre studies to determine the limits for these PVT lots and participates in the FDA collaborative studies. SOTAX qualification specialists continuously perform these PQ tests and are therefore the most experienced in their execution. Moreover, SOTAX bears the costs for repeating any PQ test that initially fails and therefore gives a supplementary qualification guarantee to the customer. SOTAX also performs MQ testing to the latest ASTM standards and service technicians are regularly trained to the latest MQ practices. These services are utilized by a wide variety of companies worldwide.

Repair

If a SOTAX instrument becomes defective, our service technician can repair it on site or in the SOTAX repair center. SOTAX also offers maintenance and repair contracts to ensure maximum operational efficiency. Guaranteed reaction times keep fault-related interruption in use to an absolute minimum.

Contracts

Full service, all maintenance, repair and qualification activities can be covered by a comprehensive service contract to secure operational readiness. Full service contract: guaranteed 72-hour reaction time with all services for restoring operational readiness in the event of a fault, yearly maintenance of the instrument on site and six-month OQ and PQ, incl. spare parts and travel expenses. Contact us at services@sotax.com to get your own contract.

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Corporate Mission



Who we are and what we want

SOTAX leads the way in the development and manufacture of high-quality pharmaceutical testing equipment and associated services. Our equipment is used worldwide in the development and production processes of our customers the pharmaceutical and science industries. SOTAX develops, produces and markets system solutions for pharmaceutical testing and does so in close cooperation with pharmaceutical and scientific partners. Our extensive market and process knowhow enables us to meet our customers' requirements and comply with the key directives relevant to them. We are also open to cooperation with new industries. SOTAX is a leading independent company for pharmaceutical testing equipment. The company owes its independence to its sustained economic success. The SOTAX Group is a global success story and has subsidiaries around the world who are familiar with local needs and practices. We maintain our competitive edge by excelling in flexibility, performance, quality and safety.

Our customers

The customer is in the centre of our activities. His satisfaction is our goal and quality standard. We set great store by efficiency and professionalism in meeting customer requirements. We also work with customers to turn visions for our business operations and future development into reality.

Our employees

SOTAX values skilled, highly capable and enterprising staff who work for the greater good of the company, combining a sense of individual responsibility with team spirit. We also encourage creativity and personal skills through ongoing training.

Our employees cultivate a positive corporate culture through a friendly, open approach to both their fellow workers and our partners.

Our suppliers

SOTAX sees its relationship with its suppliers as a partnership. Suppliers are expected to contribute to our joint success through their efficiency and professionalism.

Our environment

We have a keen sense of our economic and social responsibility, and our actions, products and services make a significant contribution to protecting our environment.

Contacts



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