

# BENCHMARKS

A Baker Company Newsletter

Summer 2007

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Over 100 years  
of combined  
experience*

*Visit Us  
On The Web  
[www.bakerco.com](http://www.bakerco.com)*

The Baker Company  
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Sanford, ME 04073  
(800) 992-2537  
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## Baker Customer Service Experienced to Serve You Better

**A**s part of our commitment to better customer support, The Baker Company invests in our customer service people. We send them to Eagleson Institute classes, they attend Baker representative training, and they regularly attend continuing education programs in-house. Baker feels strongly that our people make the difference and we insist on having a large, well-trained, experienced customer service team. We do this because we care about our customers and we want to help them achieve the advances that ultimately improve the lives of millions the world over. When you call us with a problem, you can rest assured that we have someone you can talk to who has the experience to answer your questions and meet your exact needs.



**Customer Service and Technical Service have a combined 103 years of experience to serve you better**

From left to right (Front Row) Joel Bailey (3 years); MaryAnne Martin (6 years); Patricia Trimble (5 years); Melissa Roy (2 years); Gary Vincent (19 years); Tony McGrath (20 years). Back Row (left to right: Pat Robbins (3 years); Destiny Tarbox (1 year); Ken Wakefield (6 years); Gina Sharpe (3 years); Charlie Quint (6 years); Katie Lemay (1 year); Tony Martin (29 years).

## EAGLESON INSTITUTE 2007 SEMINAR SCHEDULE



### October

Testing HEPA Filtered Systems

### November

Safety Cabinet Technology  
Intro to Certification  
ASHRAE 110 Testing Workshop  
HVAC Systems and Lab Design  
Biocontainment Laboratory  
Commissioning

For 2008 class schedule, please  
contact The Eagleson Institute

[www.eagleson.org](http://www.eagleson.org)

## The Eagleson Institute

### The Eagleson Institute Goes to Cairo

David Stuart, PhD (The Baker Company) and Jim Wagner (Controlled Environmental Consulting) spent the first week of June in Cairo, Egypt, to present an Eagleson Institute course on biological safety cabinet certification. Their students traveled to Cairo from all over Central Asia to participate in this class. Countries that were represented were Indonesia, Ghana, Libya, Pakistan, Kazakhstan, Georgia and Egypt. During the week, students participated in hands-on workshops. These workshops included Airflow Testing: Types A and B cabinets, HEPA Filter Leak Testing, Cabinet Integrity Testing and various troubleshooting activities.

### Advanced Certifier Training

*Advanced Certifier Training is a very popular class. It's so popular that the Institute often has a waiting list. If you are interested in this class, we encourage you to sign up early. Don't be locked out.*

*Dave Stuart and Jim Wagner enjoying a horseback ride around the pyramids in Cairo Egypt.*



## Baker Seminars Help Certifiers

Aaron Johnson, Engineering Test Supervisor and Tony McGrath, Customer Service Manager put together a program for certifiers to help them resolve our customers' issues more quickly and accurately. This hands-on workshop held at The Baker Company in Sanford, Maine allowed local certifiers to troubleshoot electrical issues. This unique class included several mocked up electrical boards each designed with a different electrical failure. The certifiers were taught how to easily diagnose the problems and how to fix them.

This program was so well received and helpful that Baker will take the show on the road in the form of regional training seminars. The overall goal for these sessions is to help certifiers get Baker customers back to work as quickly as possible while maintaining safety.

Baker has always enjoyed the best reliability of any BSC manufacturer with the least amount of downtime. Baker's continued investment in certifier training will insure that we maintain our position as the most reliable and highest quality biosafety cabinet on the market.

## No Minimum Anything!

Nothing great was ever achieved by following the minimum standard. That’s the abiding message of our new advertisements currently running in trade publications. Baker worked intimately with our new local ad agency, CD&M Communications (Portland, ME), to articulate exactly who we are, what we have done, and will do in the future. We have a good story to tell.

We go beyond what we consider the minimum (NSF-49) because it is the right thing to do. We firmly believe that biological safety cabinet performance, reliability, and safety should be the most robust that we can make. That’s why we study, expand, and fully understand the “Performance Envelopes” of our cabinets. It is also why we spend so much time testing. We test all components, we simulate 20 years use with new door designs, and we have a culture of continuous improvement.

Our customers are performing amazing and sometimes dangerous microbiological studies and other important science using our cabinets and it is our obligation to provide the most protection for them, their co-workers and their life’s work.

THE BAKER COMPANY  
BIOLOGICAL SAFETY CABINETS

No minimum anything.

Nothing great was ever achieved by following the minimum standard. When we make a Baker cabinet, each component is rigorously tested for durability and quality. Not everyone would so precisely engineer a cabinet to such exacting specifications. Or take the time to follow up with the customer to assure our product is performing to their expectations. It's just that we know, in over fifty years of experience, our customers have come to expect nothing less than our best.

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Here are the copies of our new ads. These are the first ones released. On the left is the general ad and is designed to run in Lab Manager Magazine and other general publications. The ad on the right is specifically designed for the laboratory animal research market and is currently running in Lab Animal News. Look for Baker’s upcoming advertisements. We have a story to tell and we are going to tell it with our new ads.

**Visit Our Web Site  
at:  
[www.bakerco.com](http://www.bakerco.com)**

**You'll be able to:**

- See our Tradeshow and Event schedule
- Request a quote
- Download product specifications
- Learn about the different types of biological safety cabinets
- Find your local Baker representative
- Read Technical Bulletins
- Request technical assistance
- Read industry specific white papers
- Register your warranty
- Download .pdf files of all current product brochures
- Find a certifier
- Review our FAQs
- Read Acumen research papers
- Learn about Bio-safety
- Link to the Eagleson Institute
- Request a Catalog
- Read Benchmarks Newsletters

## New at [www.bakerco.com](http://www.bakerco.com)

Now at the Resource Library section of [www.bakerco.com](http://www.bakerco.com), you can download operator manuals, technical assistance bulletins, general arrangement drawings, wiring diagrams, and identify replacement parts for all Baker cabinets. In one simple location you can access nearly everything you may need to know about your Baker Biological Safety Cabinet.

## Help Us Help You

If you need to contact Baker's Customer Service team for a problem with your cabinet, please have the serial number for the cabinet handy. We need that to look up the proper information so we can get you back to work faster.

## On-Line Parts Ordering

The Baker Company is excited to offer our customers on-line parts ordering. This secure area of Baker's web site allows customers to look up pricing, place parts orders via an interactive on-line system. All common parts for current cabinets are now available for on-line ordering. We're adding parts for older units incrementally so that we can offer this simple solution to customers who continue to get great mileage out of their classic Baker cabinets.

Customers can order using a major credit card or, if they prefer, they can use a purchase order. Baker's customer service representatives will continue to personally review and process on-line orders to insure customer satisfaction. Should there be any questions regarding an on-line order, Baker's customer service representatives will contact you for clarification.

To access the on-line parts ordering area of our web site simple go to [www.bakercocatalog.com](http://www.bakercocatalog.com) or you can link from our home page