

Frequently Asked Questions

Who do I contact if I have an ordering enquiry?

Please continue to contact Abacus ALS and Diagnostic Solutions as you have done previously. There are no changes to the contact phone numbers and email addresses you have been using.

For Abacus ALS orders:

orders@abacus-als.com or 1800 222 287 (Australia) / 0800 222 170 (New Zealand).

For Diagnostics Solutions:

orders@diagsolns.com.au or 1300 788 003 (Australia) / 0800 448 018 (New Zealand).

Who do I contact if I have a technical enquiry?

Please continue to contact Abacus ALS and Diagnostic Solutions as you have done previously. There are no changes to the contact phone numbers and email addresses you have been using.

For Abacus ALS:

techsupport@abacus-als.com or 1800 222 287 (Australia) / 1800 222 170 (New Zealand)

For Diagnostics Solutions:

TechSupport@diagsolns.com.au or 1300 788 003 (Australia) / 0800 448 018 (New Zealand)

Who do I contact if I have an accounts enquiry?

Please continue to contact Abacus ALS and Diagnostic Solutions as you have done previously. There are no changes to the contact phone numbers and email addresses you have been using.

For Abacus ALS accounts:

accounts@abacus-als.com or 1800 222 287 (Australia) / 0800 222 170 (New Zealand).

For Diagnostics Solutions accounts:

accounts@diagsolns.com.au or 1300 788 003 (Australia) / 0800 448 018 (New Zealand).

Who do I contact if I have a sales enquiry?

Please continue to contact your current Abacus ALS and Diagnostic Solutions Sales Representatives as you have done previously.

Frequently Asked Questions

Will I receive the same service levels?

The integration provides many benefits, including greater resourcing, improved systems and processes, and a wealth of additional industry expertise. Over time our goal is to provide a greater level of service and support.

Will you continue to sell the same products?

Yes all products currently supplied by Abacus ALS and Diagnostics Solutions will continue to be sold

Will my current pricing still be valid?

Yes all pricing from both Abacus ALS and Diagnostics Solutions will continue to be valid.

Will our current instrument and service contracts still be valid?

Yes all current instrument and service contracts for both Abacus ALS and Diagnostics Solutions will continue to be valid.

What sort of changes should I expect to see?

Over the coming months we will be changing our branding from Abacus ALS to abacus dx. This transition will take some time and we will ensure that we communicate all relevant changes to you as they occur. For the time being there are no changes to how you currently do business with us.

What are the benefits of this integration?

The union of two successful companies, Abacus ALS with Diagnostic Solutions, increases our capacity to be the link between global innovation and patient needs. The integration also provides many benefits for our valued customers, including greater resourcing, improved systems and processes, and a wealth of additional industry expertise.

Will the rebranding to abacus dx result in the formation of a new legal entity?

At this stage we are continuing to trade under the Abacus ALS and Diagnostic Solutions legal entities. Should this change in the future we will ensure we give all of our trading partners advance notice.