



FIRST Newsletter

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Service Success Story: Going the Extra Mile During a Snowstorm in Northern Iraq for Razga Company

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Razga Company, a quality control company based in Sulaymaniyah, northern Iraq, examines imported products for compliance to specifications and levels of hazardous impurities. They needed a high-throughput elemental analysis system that could analyze a wide variety of samples – such as food, geological specimens, polymers, glass, ceramics, and more – fast, but also with high accuracy and low running costs.

Elite Scientific Company, Bruker AXS's exclusive distributor in Iraq, arranged a meeting with Razga Company representatives and Bhaskar Bandyopadhyay, Senior Business Development Manager for Bruker AXS India. They concluded that an [S2 PUMA Series 2](#) would be the most appropriate system for Razga's requirements.

Razga liked that the S2 PUMA Series 2 could handle different sample types at one go, and accommodate large sizes. They were also impressed that results were accurate, thanks to SampleCare™ and Vacuum Mode, which ensured that vital components are protected from contamination and atmospheric gases. Easy-to-use software and simple sample

preparation ensured that all laboratory staff could operate the system with reproducibility.

Elite Scientific staff Maytham Wadhah and Taha Falih received online training and support from the Global Customer Hotline Bangalore team, Shreekara and his colleagues on the installation process. The system was first unpacked, and initial installations were done in the Elite Scientific Iraq office to ensure that everything was ready to be transported to Razga for the remaining installations and checks.

A heavy snowstorm in Razga resulted in the Elite Scientific team having to stay for an additional three nights. They used the extra time to train and test a variety of samples together with the Razga team. The management team were very satisfied with the performance of the S2 PUMA Series 2 and the service rendered by the Elite Scientific team and Global Customer Hotline Bangalore team.



From L to R: **Danya Mohammed** (Chemical Lab Manager, Razga Company), **Khalat Jamal** (Chemical Lab Manager Assistant, Razga Company), **Maytham Wadhah** and **Taha Falih** (Sales & Technical Support Engineers, Elite Scientific Company)