

# The Latest in Bios Innovation for Gas Flow Calibration

20 years of experience applied to the ML One™



## 1. Is this a replacement product for the ML 500 and ML 800?

- The ML One™ is an addition to the ML series, not a replacement for any existing product.
- The ML One™ adds new capabilities and attributes, but the 500 and 800 still offer the same high accuracy, reliability and ease of operation many customers say they need.
- Each customer should evaluate all products in the series against their individual circumstances and calibration needs and choose the model that fits best.
- No one ML category is “better” than another. Each offers different capabilities and features, so customers can find the unit that best matches their needs and circumstances

## 2. Shouldn't I wait to purchase something like this until you've had a chance to work out all the bugs?

- The ML One™ is the product of 20 years experience in dealing with gas flow and gas flow metrology. We've developed a steady stream of innovative new products, and worked closely with customers in solving some of the most complex flow challenges in the world. When you buy an ML One™, you're buying two decades of expertise, not just a product.
- We have been working on the ML One™ for well over a year. It's been developed through a rigorous program of testing and analysis, including close interaction with actual users to assess performance and desired product capabilities. We're confident we have developed a product with real value to our customers – one that we are proud of. After all, we have placed the Bios name on it.
- At the same time, we're committed to the same philosophy that has guided us throughout our history – namely, to work continuously to refine and improve every aspect of our business. We will continue to work with ML One™ customers to fine-tune the product based upon actual use of the product in the field. But that doesn't mean the product doesn't have real immediate value to our customers.

## 3. Why does it cost so much?

- The ML One™ is priced to reflect the value of the capabilities and functions of the product. Given the significant new features of the ML One™ – auto flow ranging, multiple gas capability, faster readings, improved portability, just to name a few – we believe the unit is priced fairly, especially in relation to other products in the marketplace.

## 4. Why are you offering it at an “introductory” price? What does that mean?

- We intend to continue working to refine the ML One™ on the basis of what our customers tell us. We're proud of the unit as it is. But we also recognize that by listening and working with the people who actually use our products, we can always make improvements that add to the value they deliver.
- The ML One™ offers significant new capabilities and functions. It is a true “next generation” in application of our proven DryCal® technology.
- As with any breakthrough product, it's perfectly normal to assume we will learn many practical lessons from users that will be incorporated into future versions of the unit. Those may – or may not – have cost implications.
- By offering the ML One™ at an “introductory” price, we're acknowledging that product adjustments may be made in the future.

## 5. Is the price likely to go up, or down?

- We believe we have priced the ML One™ at a fair and very competitive price, given the enormous value of the capabilities and features it adds to the product line.
- Frankly, we anticipate a very strong and positive market response to the ML One™. Obviously, that market response will have a direct influence on not just the further refinements made to the ML One™ but the product price, too.
- Until we see that market response, we don't know if the price will go up or down – or, in fact, if it will change at all.

## 6. What kind of service does this product require?

- All Bios products are precision measurement devices, and as such require periodic calibration and routine service to assure continuous delivery of the most accurate and reliable readings. The ML One™ will require the same attention to periodic recalibration and service.

## 7. What makes this product different from the ML 500 or ML 800?

- The ML One™ adds several key new product advantages that set it apart from the 500 and 800 models.
  - The capacity to handle multiple gases, including corrosive gases
  - Auto flow range selection, to eliminate the need for time-consuming flow cell changes
  - Faster readings, due in large part to a new horizontal piston alignment
  - Improved readings, due in large part to the use of a new piston-coating technology
  - Improved portability, enabling the unit to be taken out of the lab and reducing operational down-time
  - New industrial design, to enhance the unit's ease of operation

## 8. Will you be discounting the ML 500 or ML 800 now? Does this mean you intend to discontinue the 500 and 800?

- The ML One™ does not replace either the 500 or 800. Each model in the Met Lab series offers its own unique value, driven by the different needs of our customers.
- We do not intend to discount any Met Lab product.
- The ML 500 and ML 800 remain two of our most popular products. We have no intention of discontinuing them for the foreseeable future.

(FAQ cont'd on back panel)

## 9. How do I see the ML One™ in operation? How do I get more information about the ML One™?

- Members of the Bios sales network can help you learn more about the ML One™ and all other products we offer. Go to our web site at [www.biosint.com](http://www.biosint.com) and click on the LOCATOR feature to find the sales representative or distributor nearest to you.
- Also visit our web site to find detailed technical information on the ML One™, and to see videos on the product and its use.
- If you prefer, simply contact us directly by e-mailing us at [service@biosint.com](mailto:service@biosint.com), or by calling (973) 492-8400 or toll-free at 888-663-4977.

## 10. What if I buy it and then decide I don't like it? Can I return it and get my money back?

- Bios will work closely with customers and members of our sales network to provide product information and opportunities to see the ML One™ in operation. As with any Bios sale, we work hard to provide each customer with what they need to make an intelligent and informed purchase decision.
- At this time, we do not plan to offer a "return" policy on ML One™ purchases.

## 11. You say the ML One™ has faster and more reliable readings. Does that mean the old MLs aren't as fast or reliable as we thought?

- The ML 500 and 800 have established strong reputations for their superior accuracy, reliability and ease of operation. Nothing has happened to change that status. Both products continue to offer capabilities and functions that meet the demanding needs of flow professionals around the world.
- The ML One™ simply builds on those capabilities to offer an additional performance dimension. It incorporates lessons learned through development and support of the ML 500 and 800 to offer functional enhancements that add to the value delivered by the ML series.
- The ML One™ is in no way inherently "better" than the 500 or 800 models. It is "different" – in that it expands on what those products offer. Each customer should evaluate the capabilities of each model and make a purchase decision based on studied judgment of which model best fits his or her individual calibration and flow measurement needs.

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# ML One™ Frequently Asked Questions



# Bios

Driving a Higher Standard  
in Flow Measurement<sup>SM</sup>