

Not Quite Business as Usual



While the **COVID-19 outbreak** has delayed research cruises and temporarily emptied labs, science doesn't stop. Rest assured during this time of great uncertainty, as always you can rely on our commitment to you and your instruments.

Like many of you, McLane is adjusting to new office mates. We are now working remotely to keep our staff safe and follow government guidelines. Meanwhile, student supervisors and four-legged morale officers (like Luna, pictured above), are keeping watch over us.

- [Email](#) us for technical support, proposal pricing, sales inquiries and orders.
- Connect with us via Skype or Zoom video, which we will arrange with you.
- [Contact us](#) with any questions about a pending or current order.
- **Coming soon:** Frequently Asked Instrument Q & A posts for additional self-guided technical support.

We hope you and your loved ones stay well in these turbulent times. If your new office mate likes to pose, [send us a picture](#). When our office re-opens we'll send you a McLane t-shirt. Sorry, offer applies to humans at this time.

7 Tips for Fieldwork Prep from Home



On-line access to many instrument resources is available if you're working remotely, planning a proposal, or troubleshooting an instrument. Some helpful tips:

1. [Download McLaneTerm](#) terminal emulation. McLaneTerm can [connect a McLane engineer with your instrument](#) if technical support is needed. A detailed User Manual is also available. See the article [McLaneTerm for your Sampler or Profiler](#).
2. [Email us](#) with technical support questions. Include screen captures and the instrument serial number.
3. Review User Manuals. See the [McLane Library](#) for current and archived manuals with detailed step by step instructions and photos.
4. Lookup Technical Updates in the [McLane Library](#). These bulletins advise you of new instrument features, operational procedures, and other important instructions developed after the User Manuals are released.
5. Consider spares needed for upcoming cruises. We can take orders and will have spares available as soon as the changing situation allows.
6. Check out the instructional videos on our website instrument product pages. Service topics include o-ring placement and changing batteries.
7. Consider these past news articles for reference: [5 Tips to Maximize your Deployment Success](#), [5 Tips for Drop-In Batteries](#), [5 Tips for your Next Instrument Deployment](#).

Download McLaneTerm

Access the Library

Contact McLane

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STAY CONNECTED

