

WELCOME, NORTHLIGHT GROUP

Your account is open. Here is your team and your first 30 days.

Everything Northlight sites need to order, service, and get answers from Apex Instruments, on two pages you can keep on the wall.

ACCOUNT AT A GLANCE

Account: NLG-2026-0417**Sites enrolled:** 6, with room to add more**Service plan:** Atlas Care Plus, all sites**Price sheet:** Partner rates, effective Oct 1, 2026

YOUR TEAM

Three people who know your account by name

JV

Jordan Vale

Account Manager

jordan.vale@apexinstruments.example
(555) 010-0101

AK

Avery Kellen

Customer Success Lead

avery.kellen@apexinstruments.example
(555) 010-0102

MR

Morgan Reyes

Operations Lead

morgan.reyes@apexinstruments.example
(555) 010-0103

WHAT HAPPENS IN YOUR FIRST 30 DAYS

Four steps, then it runs on its own

1

DAY 1

Kickoff call

Jordan walks through your account setup, confirms ship-to sites, and agrees the order cadence with your team.

2

DAYS 2 TO 7

Portal and profiles

Every buyer at Northlight gets a portal login. We load your price sheet, tax status, and approved shipping accounts.

3

DAYS 8 TO 14

First order and baseline

Your first Meridian units ship. Morgan schedules a calibration baseline so every instrument starts from a known reading.

4

DAYS 15 TO 30

30-day review

Avery reviews turnaround, open tickets, and usage with you, then tunes the plan before it settles into a routine.

GOOD TO KNOW

Three numbers worth remembering

ORDERING

Same-day dispatch

Portal orders placed before 3:00 pm ET ship the same business day when the item is in stock at Tampa.

CALIBRATION

3 business days

Standard calibration turnaround, with the certificate posted to your portal the day the unit ships back.

PRIORITY REPAIRS

2 business days

Atlas Care Plus sites get priority repair as standard. Request it on the ticket and the clock starts on receipt.

HOW TO REACH US

Three ways in, one team on the other end

SUPPORT HOURS

Mon to Fri, 7 am to 7 pm ET

Saturday 9:00 am to 1:00 pm ET for priority accounts. Tickets logged after hours are picked up first thing the next business day.

PARTNER PORTAL

portal.apexinstruments.example

Orders, calibration certificates, ticket history, and invoices in one place. Logins arrive by email during your first week.

PHONE

(555) 010-0100

Press 1 for support, 2 for orders, 3 for billing. Your account manager's direct line is on the team card in this kit.

WHAT TO KEEP HANDY

Have these ready and every call goes faster

- ☐ **Account number**, printed on every invoice and portal screen
- ☐ **Instrument serial numbers**, engraved on the base plate of each unit
- ☐ **Calibration certificates**, downloadable from the portal after each service
- ☐ **Portal login** for each buyer and site lead
- ☐ **Atlas plan ID**, if you enrolled in Atlas Care or Atlas Care Plus
- ☐ **Current price sheet**, effective October 1, 2026
- ☐ **Preferred shipping account** and any site delivery windows
- ☐ **Escalation contacts**, listed on your service levels sheet

ATLAS SERVICE PLANS

Northlight sites are enrolled in Atlas Care Plus. Here is how the two plans compare.

WHAT IS INCLUDED	Atlas Care	Atlas Care Plus
	\$89 per month, per site	MULTI-SITE PICK \$149 per month, per site
Calibration visits per year	1 included	2 included
Repair turnaround	Standard, 5 business days	Priority, 2 business days
Loaner unit during repair	Available at daily rate	Included
Replacement parts discount	10%	20%
On-site training	\$650 per day	One day per year included
Support line	Business hours	Extended hours and Saturday

MAILING ADDRESS

Apex Instruments
400 Meridian Way, Suite 200
Tampa, FL 33602

SERVICE RETURNS

Apex Service Center, Dock B
400 Meridian Way, Suite 200
Tampa, FL 33602

ONLINE

apexinstruments.example
support@apexinstruments.example