

Service-Order Pipette-Service

Your Contact Data (*required fields)

Contract / offer number:

Billing Address

Mrs. Mr.

Shipping Address

same as billing address

*Name:		Name:	
*Company / University:		Company / University:	
Institute / Devison:		Institute / Devison:	
*Street:		Street:	
*Post Code:	*City:	Post Code:	City:
*Country:		Country:	
*E-Mail:		E-Mail:	
Telephone:		Telephone:	

Basic Data Protection Regulation (DSGVO): You can find a comprehensive overview of how we handle your data confidentially at www.eppendorf.com/gdpr.

Information regarding pipettes*:

Number of pipettes: _____ Service-intervall (per year): 1x 2x 4x _____

Requested Service Program:

- Standard Basic (4 values)
 As-found-measurement Customized (desired test modalities are enclosed)

Evaluation according to:

- Manufacturer specifications ISO-specifications

Accredited Pipette-Service:

- Accredited Report according to ISO 17025

*If no information is provided, Standard-Service with evaluation according to manufacturer specifications and a yearly service-interval is assumed.

For defective devices: After an initial check, you will receive a cost estimate.

I hereby confirm approval for repair measures up to _____€ (each).

ATTENTION: Please provide all needed accessoires (e.g. tips, if Eppendorf-tips are not compatible or other tips are desired, chargers for electronic pipettes etc.)

Defect-/Error description:

Other remarks:

- An additional duplicate of the measurement protocol is required.

Please note:

The completely filled out decontamination declaration on the next page is a prerequisite for further processing of your order. If it is not enclosed with your shipment, processing will be delayed until your decontamination certificate is received.

Decontamination Certificate

Sent goods*

Item	Instrument / Assembly / Product	Serial number / Batch number	Comments
1			
2			
3			
4			
5			
6			
7			
8			

*For larger quantities it is possible to attach an Excel file with the required data of the decontamination certificate.

Laboratory safety level

Safety level of the laboratory where the device was used:

S1 S2 S3 S4

I hereby confirm that:

- the device(s) or product(s) mentioned above has/have **not** been in contact with hazardous substances.
- the device(s) or product(s) mentioned above has/have been in contact with hazardous substances.
- the abovementioned device(s) have **not** been in contact with the SARS-CoV-2 corona virus.
- the abovementioned device(s) have been in contact with the SARS-CoV-2 coronavirus*.

*Excerpt from „Recommendations of the RKI on hygiene measures in the context of the treatment and care of patients with an infection by SARS-CoV-2 (as of 1.4.2020)“: Thermal disinfection methods should be preferred whenever possible. If this is not possible, disinfectant infection products with proven, at least limited virucidal activity are used.

Description of the measures for the decontamination of the listed objects:

- We hereby declare that the objects to be serviced have been carefully cleaned and decontaminated prior to shipment. All objects (instruments and all other objects sent to service) are free of harmful chemicals, infectious or radioactive substances, as well as healththreatening proteins, DNA or bacteriological contamination. All listed devices are safe to handle and ship.

Signature of authorized person

Company / Department

City, Date

Important Information: If dosing units (or parts thereof) are autoclaved, they must be thoroughly dried before shipping. Internally moist dosing units cannot be calibrated accurately, as the residual moisture affects the volume. Please refer to your operating instructions for further information.

More information on our [Service & Support website](#).

Shipping Address Pipette-Service

Eppendorf Austria GmbH, Pipette-Service
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