



## Pipette Service

### Maintenance and calibration for reliable results

Pipettes are precision instruments subject to normal wear and tear leading to imprecision over the time. Regular maintenance and calibration is vital to accuracy and reproducibility. We ensure our stringent and validated procedures are followed to the highest standards possible, for Eppendorf and other brand pipettes.

Our calibration services include a thorough check of the pipette internally and externally, ensuring that wearable parts like O-rings are replaced in a timely manner. This way, the risk of productivity loss or unexpected downtime are no longer a concern.

For higher regulatory needs, we are an ISO 17025 accredited organization that can provide accredited service via our mail in or on-site options. We can also provide conformity to the ISO 8655 standard via our 3x10 services.

- > ISO 17025 accredited calibration processes are available in the field or at the service center
- > Our highly-qualified technicians go through 200 hours of training and must pass rigorous exams to become certified before servicing pipettes
- > We can work on any brand pipette and maintain manufacturer specifications for over 4,500 models of pipettes
- > We maintain every pipette's conformity to ISO 8655 or manufacturer specifications

# Pipette Performance Plans

<b>Service Center Non-Accredited (manual or electronic pipettes)</b>	<b>Catalog No. 3x4 as found</b>	<b>Catalog No. 3x4 as left &amp; PM</b>	<b>Catalog No. 3x10 as found</b>	<b>Catalog No. 3x10 as left &amp; PM</b>
Single-channel and Repeater® pipettes	0082000131	0082000133	0082000132	0082000134
8- or 12-channel pipettes, and bottletop dispensers	0082000151	0082000153	0082000152	0082000154
16- or 24-channel pipettes	0082000171	0082000173	0082000172	0082000174
<b>Service Center Accredited (manual or electronic pipettes)</b>	<b>Catalog No. 3x4 as found</b>	<b>Catalog No. 3x4 as left &amp; PM</b>	<b>Catalog No. 3x10 as found</b>	<b>Catalog No. 3x10 as left &amp; PM</b>
Single-channel and Repeater pipettes	0082000135	0082000137	0082000136	0082000138
8- or 12-channel pipettes, and bottletop dispensers	0082000155	0082000157	0082000156	0082000158
16- or 24-channel pipettes	0082000175	0082000177	0082000176	0082000178
<b>On-Site Non-Accredited (manual or electronic pipettes)</b>	<b>Catalog No. 3x4 as found</b>	<b>Catalog No. 3x4 as left &amp; PM</b>	<b>Catalog No. 3x10 as found</b>	<b>Catalog No. 3x10 as left &amp; PM</b>
Single-channel and Repeater pipettes	0082000131	0082000133	0082000132	0082000134
8- or 12-channel pipettes, and bottletop dispensers	0082000191	0082000193	0082000192	0082000194
<b>On-Site Accredited (manual or electronic pipettes)</b>	<b>Catalog No. 3x4 as found</b>	<b>Catalog No. 3x4 as left &amp; PM</b>	<b>Catalog No. 3x10 as found</b>	<b>Catalog No. 3x10 as left &amp; PM</b>
Single-channel and Repeater pipettes	0082000135	0082000137	0082000136	0082000138
8- or 12-channel pipettes, and bottletop dispensers	0082000195	0082000197	0082000196	0082000198

## Accreditation

As an ISO 17025 accredited pipette service provider, Eppendorf offers both accredited and non-accredited service. Our accredited services are offered both in house in an environmentally controlled room or on-site where special equipment is used to control for variations in the on-site environment. Certificates are provided with all calibration services and accredited services can provide certificates to meet any GLP or GMP requirements.

## 3x4 vs. 3x10 Readings

Eppendorf's calibration services are offered with either 4 readings each at the low, mid, and nominal volumes (3x4) or 10 readings each at the low, mid, and nominal volumes (3x10). For a basic calibration, 3x4 readings are satisfactory for a less regulated lab with higher needs to control service costs. For a higher level of assurance, our 3x10 option meets stricter regulatory requirements and are in accordance with the calibration process laid out by ISO 8655 standards.

## As Found vs. As Left

An "As Left" calibration means the pipette is given a thorough Eppendorf preventative maintenance, calibrated for accuracy, adjusted as needed and left back in a proper working condition. The "As Left" calibration certificate indicates that the pipette was put back into use in an accurate working condition, it does not mean that the pipette had maintained accuracy since the most recent servicing. An "As Found" calibration and certificate is indicative of the pipette's current condition and accuracy since its last servicing. "As Found" calibrations are typically required in stricter regulatory environments and tell if the pipette was able to maintain accuracy since its last servicing.

## Repair Fees

On occasion, a broken pipette may require repair outside of the normal preventative maintenance. In these cases, a fee for the spare parts and labor may be charged. Labor charges are billed in 15 minute increments.

## Ordering information

Description	Catalog No.
Labor charge, 15 min. of repair services	0082000210

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