

 Standard Service Levels for Manual and Electronic Pipette		Quick Cal *	1 STAR	2 STAR	3 STAR	3 STAR PLUS	3 STAR CUSTOM
		Teaching lab only	Teaching lab only	Non-accredited lab or less	Accredited lab or less	Accredited lab or less	Accredited lab or less
Service	Dismantled, inspected, leak tested, worn parts† replaced	✓	✓	✓	✓	✓	✓
	Internal clean	✓	✓	✓	✓	✓	✓
	External clean	x	x	✓	✓	✓	✓
Calibration	Single-channel	3 readings at mid-point	3 readings at mid-point	3 readings at min and max points	4 readings at min, mid and max points	5 readings at min, mid and max points	Customer defined
	8-channel	n/a	n/a	1 reading on each of the 8 channels at min and max points	1 reading on each of the 8 channels at min, mid and max points	3 reading on each of the 8 channels at min, mid and max points	Customer defined
	12-channel	n/a	n/a	1 reading on each of the 12 channels at min and max points	1 reading on each of the 12 channels at min, mid and max points	3 reading on each of the 12 channels at min, mid and max points	Customer defined
	Calibration certificate for each pipette	x	✓	✓	✓	✓	✓
	Batch certificate	✓	x	x	x	x	x
Time	3-day turnaround	x	✓	✓	✓	✓	✓
	5-day turnaround	✓	x	x	x	x	x
Price	Single-channel	POA	POA	POA	POA	POA	POA
	8-channel	n/a	n/a	POA	POA	POA	POA
	12-channel	n/a	n/a	POA	POA	POA	POA

* Available only to teaching labs and for quantities, 15 or more, single channel pipettes.

† Parts not included. We will however inform you of any major parts that require replacing. No surprise invoices!

Courier fees for the return of the pipette batch will be charged in addition to the above pricing.

All pipettes MUST be decontaminated prior to being sent in to our calibration lab. Decontamination certificate available upon request.

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