

epServices
for premium performance



Pipette Calibration

Pipette service from the experts, for all major brands of pipettes

Pipette Performance Plans



Value of Service

A 3-year warranty comes with all Research plus, Reference[®] 2, and Repeater[®] M4 Liquid Handling instruments. A 2-year warranty comes with all Xplorer[®], Xplorer plus, Repeater E3, Repeater E3X, Varispenser[®], Varispenser plus, TopBuret[™], and Easypet[®] 3. Choose from various calibration, repair, and maintenance services to ensure optimal performance and keep the instrument running smoothly for years to come. Service provided for ALL brands and models of pipettes.

Repairing a pipette (QuickCheck PM)

Start with a QuickCheck PM if unsure if the instruments can be calibrated and/or a repair is needed. QuickCheck PM will provide an estimate and consultation for calibration or trade-in opportunities.

Service Center

Our send in program is processed at our state of the art facility to ensure accuracy and traceability of the instruments. It's fast and easy to send us pipettes for calibration and repair. Visit our online epExpress Pipette Service Center at www.eppendorf-us.com/calibration. Complete the online Service Authorization Form and get a real-time quotation based on specific calibration service requirements.

On-site Service

Our on-site program provides all the benefits we provide with our send in program, but we process pipettes at the customer's facility. Our Eppendorf Field Pipette Calibration Specialists deliver the same thorough quality service in the environment in which the pipettes are used. Travel fees may be applied and minimum quantities are required.

Online epExpressSM Pipette Service Center

It's fast and easy to send us your pipettes for calibration and repair. Visit our online epExpress Pipette Service Center at www.eppendorf-us.com/calibration. Here you can complete our online Service Authorization Form and get a real-time quotation based on your specific calibration service requirements.

As a registered epExpress customer, you will enjoy faster and easier service and gain access to a private log-in area:

- > View calibration/repair service history
- > Get reminders for pipettes coming due for calibration
- > And much more!

Get started today at: www.eppendorf-us.com/calibration

| Certification Services (IQ/OQ) ¹ | Catalog No. |
|---|-------------|
| Xplorer IQ/OQ | 901510176 |
| Each add. IQ/OQ Single-channel | 901513676 |
| Each add. IQ/OQ 8-channel | 901510178 |
| Each add. IQ/OQ 12-channel | 901510179 |

* 901510176 provides service for 1 unit, additional charges shown will apply for additional units. Travel is included.

| Extended Warranty | Catalog No. |
|------------------------|-------------|
| Xplorer Single-channel | 901510669 |
| Xplorer Multichannel | 901510659 |
| Repeater E3/E3X | 901510679 |

| Procedures | QuickCheck PM | QuickCheck Verify | Advantage Calibration |
|---|--------------------|--------------------|--------------------------------|
| Internal and external inspection of pipette | ■ | ■ ¹ | ■ |
| Internal and external cleaning of pipette | ■ | – | ■ |
| Replacement of worn or broken parts, if needed ² | ■ | – | ■ |
| Calibration performed ³ | – | – | ■ |
| Number of measuring points | | | ■ |
| single-channel, fixed-volume: | – | 4 | 8 |
| single-channel, adjustable-volume: | – | 2 low/2 high | 4 low/4 high |
| multichannel: | – | 1 low/1 high | 1 reading per channel low/high |
| Individual weighing results | | | |
| measured: | – | – | ■ |
| recorded: | – | – | – |
| Calibration label applied to pipette | – | ■ ⁴ | ■ |
| Data supplied via comprehensive individual unit report | – | – | – |
| Data supplied via comprehensive multi-unit report | – | – | – |
| Service Center (manual or electronic pipette) | Catalog No. | Catalog No. | Catalog No. |
| Single-channel | 901510186 | 901513662 | 901510194 |
| 8-channel | 901510187 | 901513660 | 901510195 |
| 12-channel | 901510187 | 901513658 | 901513516 |
| Repeater | 901510204 | – | – |
| Bottletop dispensers | 901510300 | – | 901510302 |
| On-site Service (manual or electronic pipette) | Catalog No. | Catalog No. | Catalog No. |
| Single-channel | 901510196 | 901510222 | 901510184 |
| 8-channel | 901510197 | 901510223 | 901510185 |
| 12-channel | 901510197 | 901513656 | 901513514 |

¹ External inspection only. ² Please inquire with our customer service department for on-site service. Spare parts at an additional cost if needed. Please note that there will be a \$12 fee for units returned without repair and/or discarded upon customer request. ³ Calibrations are performed to manufactures specifications using a NIST-traceable, semi-micro (0.00001 g) balance. ISO 8655 standards are used for QuickCheck Verify. ⁴ Inspection label. ⁵ ISO/IEC 17025 accreditation only pertains to calibration services, not to cleaning, inspection, or part replacement. ⁶ Please inquire, may not be available in all areas.

| Advantage Certification | Advantage Clinical | GLP Verify | GLP/GMP Custom Calibration | ISO 17025 Accredited Service |
|--------------------------------|---------------------------------------|--------------------------------|---|---|
| ■ | ■ | ■ ¹ | ■ | ■ ⁵ |
| ■ | ■ | – | ■ | ■ ⁵ |
| ■ | ■ | – | ■ | ■ ⁵ |
| ■ | ■ | – | ■ | ■ |
| 8 | 9 | 8 | Based on customer requirements; may include "as found" data | Based on customer requirements for "as found" and "as returned" |
| 4 low/4 high | 3 low/medium/high | 4 low/4 high | | |
| 1 reading per channel low/high | 1 reading per channel low/medium/high | 1 reading per channel low/high | | |
| ■ | ■ | – | ■ | ■ |
| ■ | ■ | – | ■ | ■ |
| ■ | ■ | ■ ⁴ | ■ | ■ |
| ■ | – | – | ■ | ■ |
| – | ■ | – | – | – |
| Catalog No. | Catalog No. | Catalog No. | Catalog No. | Catalog No. |
| 901510190 | 901510313 | 901513670 | 901510203 | 901513334 |
| 901510191 | 901510315 | 901513672 | 901510202 | 901513336 |
| 901513522 | 901513524 | 901513674 | 901513528 | 901513338 |
| – | – | – | – | – |
| 901510304 | – | – | 901510306 | Inquire |
| Catalog No. | Catalog No. | Catalog No. | Catalog No. | Catalog No. |
| 901510180 | 901510317 | 901513664 | 901510198 | 901513396 ⁶ |
| 901510181 | 901510307 | 901513666 | 901510199 | 901513398 ⁶ |
| 901513520 | 901510177 | 901513668 | 901513526 | 901513399 ⁶ |

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