

Instructions:

1. First fill in the information about your company and contact details. It is important that all the fields are filled in.
2. Select the check box if you require UKAS/ISO 17025 accredited calibration.
3. Enter the individual pipettes in the table:
 - a. Number of pipettes
 - b. Customer ID: enter the pipette ID (if required)
 - c. Channels: you can choose from the drop-down menu
 - d. Volume, specification, service level, measurement and frequency of the service: you can choose from the drop-down menu; check on the right for more details on calibration levels and service types
 - e. Specifications – check page one for more information
4. Once the form is completed, print it and sign it. By signing the form you confirm that the pipettes were decontaminated before the dispatch – see the declaration of the decontamination.
5. Place the form in the box with the pipettes. Remember to check if the number of the pipettes match the form.

More information on Calibration Levels:

- 2.2** Calibration & Service for general laboratory requirements Accuracy & Linearity check- 2 gravimetric weighings @ 2 volumes to assess and adjust accuracy & linearity to agreed specifications.
- 2.4** Calibration & Service Satisfies most GLP/GMP/QC Standard Operating Procedures (SOPs) Accuracy, Precision & Linearity check 4 gravimetric weighings @ 2 volumes to assess and adjust accuracy, precision & linearity to agreed specifications
- 3.10** Calibration & Service for more stringent QC SOPs or conformity to ISO 8655. Precision & Linearity check - 10 gravimetric weighings @ 3 volumes to assess and adjust accuracy, precision & linearity to agreed specifications. The calibration certificate includes statements of measurement uncertainty per volume setting.

NOTE 1: UKAS calibration is available for 2x4, 3x4, 3x5 and 3x10 calibrations. Selecting fewer than 10 readings @ 3 volumes is on the understanding that this does not fully conform to ISO8655.

NOTE 2: Acceptance = Tolerance, giving a shared risk of <50%. Uncertainty of measurement is at approximately 95% confidence level.

More Information on Service Types:

- A:** A calibration that takes place when the technician receives the pipettes from yourselves. These are not cleaned or serviced. This is an 'As Found' calibration.
- B:** Preventative Maintenance occurs, changing the sealing system, cleaning and servicing the pipette. After this process, the pipette is calibrated as an 'As Returned' calibration.
- C:** A calibration that takes place when the technician receives the pipettes from yourselves. This is an 'As Found' calibration. After this, Preventative Maintenance occurs, changing the sealing system, cleaning and servicing the pipette. After this process, the pipette is calibrated as an 'As Returned' calibration.
- D:** A calibration that takes place when the technician receives the pipettes from yourselves. This is an 'As Found' calibration. If the pipette passes calibration no further action will take place; a certificate is produced. If the pipette fails calibration preventative maintenance occurs, changing the sealing system, cleaning and servicing the pipette. After this process, the pipette is calibrated as an 'As Returned' calibration.

**ISO15189 Accreditation**

We have been UKAS accredited to ISO:17025 since 1998 and can therefore offer a fully traceable service performed to the highest order of metrological traceability, as required by ISO:15189 accredited medical laboratories.

Anachem Pipette Service can help you to ensure that your pipettes are traceably calibrated in order to comply with the requirements of ISO:15189.

Please send your pipettes along with this fully completed form to:

Address	Pipette Service Centre, Mettler-Toledo Ltd, 64 Boston Road, Beaumont Leys, Leicester, LE4 1AW
Telephone	0116 234 6705
Email	pipetteservice.mtuk@mt.com
Website	www.mt.com/uk-pipettes