

Starlab Pipette servicing



**We are happy
to serve you at
your place!**

**On-Site service protects
the environment, minimize
"down-time" of your pipette
and saves charges for freight.**

PIPETTE SERVICING .

SERVICE LEVELS

Service & Calibration

ORDER FORM

STARLAB Pipette Servicing

Accredited pipette service and repair services

Our Pipette Service for all brands of pipettes offers competent "all-round service" from one source.

High-ranking satisfaction of our customers is based on our superior quality and speediness as well as a result of 10 years experience in calibration and repair services.

Your benefits at a glance:

- ▶ DAKS accreditation according to ISO 17025
- ▶ Certification according to ISO 9001, 14001 and 13485
- ▶ High quality and swift turnaround for all brands of pipettes
- ▶ Single and multi-channel pipettes, manual and electronic, dispensers, pipette controllers and bottle-top dispensers
- ▶ Certificates of Calibration as hard copy or electronically on request
- ▶ On-Site service

Services & Solutions

- ▶ Pipette disassembly and inspection
- ▶ Leak test
- ▶ Replacement of worn parts
- ▶ Internal & external cleaning
- ▶ Calibration according to ISO 8655 and DKD-R-8-1
- ▶ Certificate of Calibration

Recommended for:

		STANDARD SERVICE LEVELS							
		2 Star Easy **		2 STAR **		3 STAR ***		GLP 3 STAR ***	
		Standard Check		Quality Check		Conformity Check in compliance with EN ISO 8655 and DKD-R 8-1		Conformity Check in compliance with EN ISO 8655 and DKD-R 8-1 including As found measurement	
		Laboratories who wish to keep costs down or for check between Service intervals		Laboratories without regulated QM-System		Laboratories with ISO/DKD regulations		Laboratories with GMP, GLP or GCLP regulations (As Found measurement)	
Service	Pipette disassembled and inspected, leak test, worn parts replaced,* Internal cleaning	✓	✓	✓	✓	✓	✓	✓	✓
	External cleaning	✓	✓	✓	✓	✓	✓	✓	✓
Calibration	Number of test volumes	2**		3		3**		3**	
	Readings of test volume	4		4		10		10	
	Calibration Certificate with actual value	✓		✓		✓		✓	
	Entrance (As Found) measurement with Calibration Certificate of actual value	n/a		n/a		n/a		✓	
		ISO 8655 Specifications (standard)	Manufacturer Specifications	ISO 8655 Specifications (standard)	Manufacturer Specifications	ISO 8655 Specifications (standard)	Manufacturer Specifications	ISO 8655 Specifications (standard)	Manufacturer Specifications
	Single-channel fixed volume	✓	✓	n/a	n/a	✓	✓	✓	✓
	Single-channel variable volume, manual/electronic, dispenser	✓	✓	✓	✓	✓	✓	✓	✓
	8-Channel, manual/electronic	✓	✓	✓	✓	✓	✓	✓	✓
	12-Channel, manual/electronic	✓	✓	✓	✓	✓	✓	✓	✓
	Bottle-top dispenser	n/a	✓	n/a	✓	n/a	✓	n/a	✓
Further services/ special requirements	On request								
n/a = not available. 16-Channel Pipettes and other services on request.									
*Parts are charged at extra cost. Should you need an estimate of costs contact us accordingly.									
** For single-channel fixed volume pipettes 1 test volume only. Optionally manufacturer's specifications or to ISO 8655 (standard).									
All measurements are carried out with TipOne® pipette tips. If you prefer the calibration to be carried out with the original manufacturer's tips, please provide us with a sufficient quantities.									

Accredited calibration laboratory

The precise and accurate function of pipettes and dispensers are irreplaceable in your daily laboratory routine. In order to meet our quality standards, our calibration laboratory of STARLAB International GmbH has been accredited according to ISO 17025 by the Deutsche Akkreditierungsstelle (DAkkS). You can be utterly sure that this accreditation meets the highest international standards.



Moreover, STARLAB International GmbH is certified according to ISO 9001, 14001 and 13485 and we conduct regular internal and external audits.



		SERVICE LEVELS					
		As Found measurement		As Returned measurement		As Found and As Returned Measurement	
		Accredited and certified laboratories requiring verification of traceability (As Found measurement only)		Accredited and certified laboratories requiring verification of traceability (As Returned measurement only)		Accredited and certified laboratories requiring verification of traceability (As Found and As Returned)	
Recommended for:							
Calibration	Number of test volumes	3**		3**		3**	
	Readings of test volume	10		10		10	
	Calibration Certificate with actual value	✓		✓		✓	
	Entrance (As Found) measurement with Calibration Certificate of actual value	✓		-		✓	
		ISO 8655 Specifications (standard)	Manufacturer Specifications	ISO 8655 Specifications (standard)	Manufacturer Specifications	ISO 8655 Specifications (standard)	Manufacturer Specifications
	Single-channel fixed volume	✓	✓	✓	✓	✓	✓
	Single-channel variable volume, manual / electronic, dispenser	✓	✓	✓	✓	✓	✓
8-Channel, manual / electronic	✓	✓	✓	✓	✓	✓	
12-Channel, manual / electronic	✓	✓	✓	✓	✓	✓	
Further services/ special requirements	On request						
** For single-channel fixed volume pipettes 1 test volume only. Optionally manufacturer's specifications or to ISO 8655 (standard).							
All measurements are carried out with TipOne® pipette tips. If you would prefer the calibration to be carried out with the original manufacturer's tips, please provide us with a sufficient quantities.							

Do you have any questions?

For further information please see our order form and visit our website at www.starlab.click/pipetteservice. Did you find our service offer comprehensive? In case you have any further questions, please do not hesitate to contact us by e-mail at service@starlab.de, by phone at +49 (0)40 675 99 39 12 or simply use our pipette service order form at www.starlab.click/pipetteservice.

Service form

Delivery Address	

Invoice Address
Please only fill in if deviates from delivery address.

Sender's information					
customer number	your order number	contact	telephone	fax	e-mail

Calibration interval (please tick one)				Estimate of costs (please tick one)				Specifications according to (please tick one)				
annually		twice a year		quarterly				from 30,- €* from 50,- €*	ISO 8655 (standard)		manufacturer	customer's SOP

* per pipette

Service Level (please tick one)	<input type="checkbox"/> 2 STAR <input type="checkbox"/> 2 STAR easy <input type="checkbox"/> 3 STAR <input type="checkbox"/> GLP 3 STAR <input type="checkbox"/> DAkkS input measurement <input type="checkbox"/> DAkkS service & calibration
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Please note: Our Standard 2 Star calibration according to ISO 8655 with a yearly test interval will be performed, if the above boxes not be ticked.

Pipette information / Calibration requirements			
Manufacturer	Volume	Serial No.	Comment / identified problem
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Declaration of Decontamination	
Please be aware that our technicians only accept decontaminated/non-hazardous pipettes. Please confirm your pipettes are safe for us to work on by completing and signing the declaration below. If you don't complete the declaration we cannot process your pipettes. Thank you for your assistance.	
Was decontamination of the pipette(s) necessary?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what type of contamination?	
Method of decontamination:	
We confirm that our pipettes have been cleaned and decontaminated of any microbiological, chemical or radioactive contamination and that they are safe to handle.	Date _____ Signature _____

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