

## How To Get Your Pipettes Serviced

- 1 Decide which service and calibration level is required for your pipettes
- 2 Decide if you wish to use the Pipette Service Centre or let Anachem organise an on-site pipette clinic in your own laboratory

### At Anachem's Pipette Service Centre

To have your pipettes serviced at the Anachem UKAS accredited state-of-the-art Pipette Service Centre is easy. You can send anything from a single pipette to multiples of ten or more depending on the number you have. All you have to do is, gather together the pipettes for servicing. If they have been used with hazardous material they need to be decontaminated. Anachem's recommends MicroSol 3+ for decontamination of pipettes. To comply with health and safety requirements complete the decontamination form (download from [www.anachem.co.uk](http://www.anachem.co.uk)) Send these together with an official Purchase Order stating the number of pipettes and type/level of service required, please state VAT exemption and include certificate if applicable. Package the pipettes appropriately or contact Anachem for a Pipette Service Return Kit.

Anachem accepts no liability for pipettes delayed, lost or damaged in the mail.  
When spare parts exceed £30.00 the Pipette Service Centre will contact you for approval to proceed with the repair.

### Anachem's On-site Pipette Service Clinics

To arrange a clinic call 01582 745080 with the following information:

- Number of pipettes to be serviced (single & multichannel)
- Service & Calibration level required
- Suitable dates for the clinic

A provisional date will be scheduled and a quotation will be issued. To accept the quotation and/or provisional date - a signed copy of the agreement and a covering purchase order must be provided within 30 days of the quotation date.

Confirmation will be sent by post including decontamination certificates and identification tags. All pipettes used with hazardous materials must have a completed decontamination certificate which needs to be handed to the service technician at the clinic. This is required in order to comply with Health and Safety requirements. Pipettes also need to be labelled with the identification tags prior to being serviced.

Approximately two meters of "vibration free" work bench, per technician within a stable or temperature controlled environment and an accessible power supply will be required for the work to be carried out.

If you have any questions with regards to the facilities required for an on-site clinic please do not hesitate to contact Anachem on 01582 745080 or e-mail [pipetteservice@anachem.co.uk](mailto:pipetteservice@anachem.co.uk).

#### SEND YOUR PIPETTES TO:

Pipette Service Centre  
Anachem  
Anachem House  
Charles Street  
Luton  
LU2 0EB

#### CONTACT ANACHEM PIPETTE SERVICE

TEL  
01582 745080

FAX  
01582 745130

EMAIL  
[pipetteservice@anachem.co.uk](mailto:pipetteservice@anachem.co.uk)

WEB  
[www.pipetteservice.co.uk](http://www.pipetteservice.co.uk)



## Don't Compromise On Accuracy & Precision

**Employing a complete pipetting system of quality pipettes, tips and regular professional servicing is the only way to guarantee the best possible accuracy and precision to verify research and clinical results.**



As the most extensively used piece of equipment in the laboratory, pipettes take a lot of wear and tear. A pipette is comprised of a variety of mechanical parts moving against each other that are often exposed to corrosive or hazardous chemicals. Deterioration of pipette parts will seriously affect performance. For example, piston surfaces can become eroded or pitted over time, leading to premature seal failure and pipette inaccuracy. Seals can leak after being exposed to damaging piston surfaces or sample contamination. Tip holders can be worn over time, especially when high force or "banging" is applied when mounting tips. Inefficient sealing can lead to leakage and incorrect sample volumes. Often, this leakage is gradual and may not be discovered until it is too late, adversely affecting the integrity of your science.

Scheduled preventive maintenance reduces pipette failures and costs. Under normal use, seals should be replaced at least once per year, while tip holders and pistons should be replaced every three to five years. Calibration check and adjustment back to manufacturers specifications ensure volume accuracy and precision.

Anachem can offer the most comprehensive and flexible range of service and preventative maintenance plans plus pre-service validation for laboratories operating under compliance requirements.

### Experienced and Qualified

Anachem technicians are qualified specialists, having completed extensive training in all aspects of service, operation and calibration.

### ISO 17025 accredited by UKAS

Based on rigorous documentation, extensive training, and long term proficiency testing, Anachem's Luton Service Centre has achieved the highest level of calibration competency and data integrity when using the gravimetric method. It has held UKAS accreditation since 1998, and now provides a single point for servicing of all major brands of pipettes to this level.

When you choose UKAS calibration you will receive additional information on your Calibration Certificate including statement of measurement uncertainty per volume setting. Whether or not you choose this option, the Anachem Service Centre complies with all quality standards as set forth by ISO guidelines and UKAS interpretation, assuring you of the highest level of calibration competency and traceability.

### Largest Pipette Service Organisation in the UK and Ireland

Anachem's UKAS accredited pipette calibration laboratory is the largest in the UK and Ireland and we have the most extensive team of field based technicians.

Anachem services over 72,000 pipettes each year of over 500 different types



**UKAS AUDITORS HAVE ENSURED THAT ANACHEM MEETS THE HIGHEST CALIBRATION STANDARDS**





# Most Comprehensive Range of Pipette Service & Calibration Options

Anachem service & calibration options are available on an as required flexible basis. Either send your pipettes to the Pipette Service Centre as and when you decide they are due for maintenance, or just contact Anachem when you need to book an on-site clinic and a suitable date will be scheduled.

## Calibration Levels

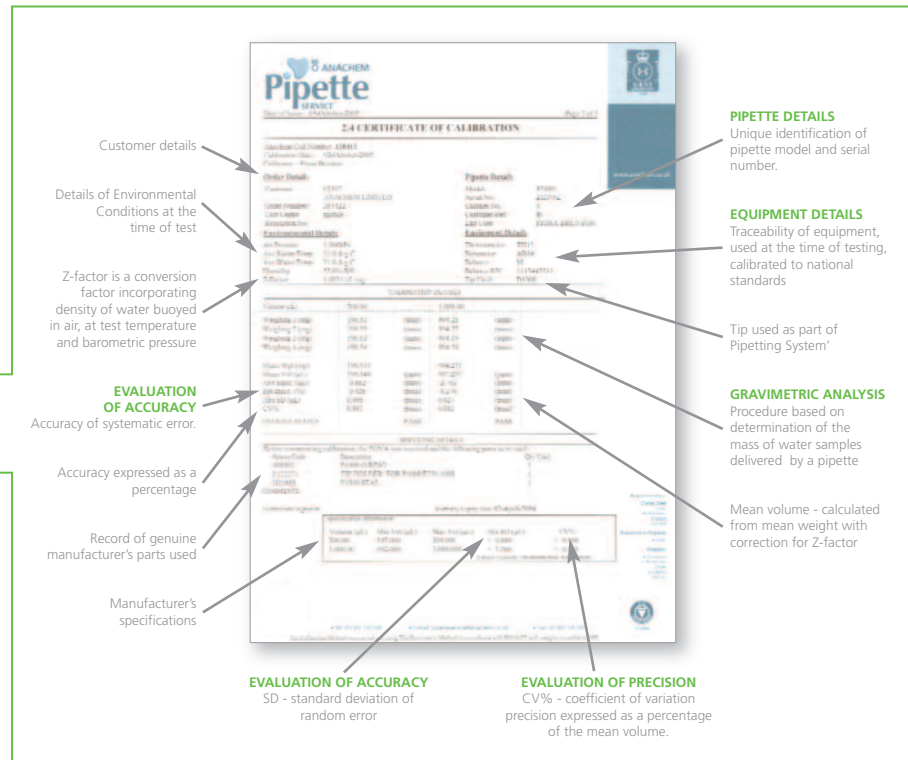
The work you perform determines which service & calibration level you require. Anachem routinely offers 2.2, 2.4 and 3.10 (UKAS) calibration levels but others are available on request. Whatever you choose for your pipettes they all receive a thorough overhaul with components being cleaned, repaired or replaced. The quality of repairs allows Anachem to warranty each pipette for 12 months.

All Service & Calibration Options benefit from the following:

- **Pipette inspection** - thorough internal and external evaluation of functionality and parts.
- **Sealing system check** - visual leak test.
- **Service** - Internal cleaning, replacement of worn parts and adjustment (Parts charged as used, dependent on plan).

- **Documentation** - dated service label affixed to pipette, detailed service & calibration report provided

- **Traceability & Quality** - UKAS accredited laboratory & operating procedure, full traceability of testing equipment & replacement parts.



## Multi-All™ & Multi-One™ Multichannel Service Options Higher Service Levels at Lower Cost

The introduction of ISO8655-6 laid out recommendations for both manufacturers and end users stating the specifications and gravimetric testing methods by which pipettes are calibrated/validated.

With the extended use of multichannel pipettes in the laboratory, the standard recommends that every channel is regarded as an individual pipette and should be assessed/calibrated as such.

Although activated by the same operating mechanism, by testing every channel, this ensures that each liquid end is behaving within the same parameters and that the maintenance/service across all channels is complete. This ensures calibration is representative of in-situ conditions and gives increased confidence across the assay.

However, full calibration on every channel can be extremely time consuming. A standard 2.2 calibration on a 12-channel pipette requires 48 pipetting cycles and gravimetric weighings (2 volumes x 2 repetitions x 12 channels). When performed manually each of these measurements can take approximately 2 minutes - a total of over 1.5 hours to calibrate one pipette! For laboratories requiring UKAS calibration a total of 360 gravimetric weighings (3 volumes x 10 repetitions x 12 channels) would be needed. Performing this number of tests manually becomes impractical and prohibitively expensive.

As the expert in pipette calibration, Anachem has made significant investment to overcome these problems. Anachem's new Multichannel All™ service and calibration provides an extremely affordable, practical and convenient solution that enables you to ensure complete compliance with ISO8655 for the servicing of your multichannel pipettes.

Multichannel All is performed on Anachem's new Multi-Cal™ testing unit for multichannel piston pipettes. This instrument enables automated concurrent testing of up to 12 channels with a single pipetting cycle. The test volumes of water are pipetted simultaneously into twelve weighing tubes placed alongside each other. The filled tubes are weighed automatically in parallel with a 12-channel balance. Thus, the pipetting and weighing cycles are reduced to the equivalent of those required for a single channel pipette (4 for 2.2 calibration, 30 for UKAS) but a comprehensive detailed report of the total measurements (48 or 360 respectively) is provided.

Therefore, you get complete data according to your required calibration level for each and EVERY channel of your pipette but at an unbelievably affordable price.

## Service & Calibration Options Choose From One of the Following

### Pipette Express™ Service

Basic maintenance for manual single channel pipettes  
No calibration.

### 2.2 Calibration & Service

For general laboratory requirements

#### Accuracy & Linearity check

2 gravimetric weighings @ 2 volumes to assess & adjust accuracy & linearity to manufacturer's specifications.

### 2.4 Calibration & Service

Satisfies most GLP/GMP/QC Standard Operating Procedures

#### Accuracy, Precision & Linearity check

4 gravimetric weighings @ 2 volumes to assess & adjust accuracy, precision & linearity to manufacturer's specifications.

### 3.10 (UKAS) Calibration & Service

For more stringent QC SOPs up to UKAS level

#### Accuracy, Precision & Linearity check

10 gravimetric weighings @ 3 volumes to assess & adjust accuracy, precision & linearity to manufacturer's specifications. The calibration certificate includes statements of measurement uncertainty per volume setting.

### Pre-Service Validation Plan

Peace of Mind in Compliant Areas

Anyone working in a GLP or GMP environment knows the importance of demonstrating that equipment & instrumentation used is maintained in accordance with strict procedural & performance criteria. To ensure compliance, all necessary advice, validation service & certification can be provided by Anachem. Pre-Service Validation plans show how pipettes have performed since their last service & calibration & ensure continued compliance throughout their life. Combining Pre- & Post-Validation provides the greatest assurance of pipette performance between services.

### New Multichannel All™

Only with Anachem can you get this better service at lower cost!

- Perfect for QC, SOP, GLP and UKAS requirements.
- Fully traceable detailed data for every channel.
- Ensures your full compliance with ISO8655.
- Same price for 8- or 12-channel pipettes.
- Same price for manual and electronic pipettes.
- No minimum order.

### Multichannel One™

In addition to Multichannel All, Anachem introduces the even more economical Multichannel One option for multichannel pipette calibration. Still in accordance with ISO8655, this provides the gravimetric calibration to your required level of a single central channel on the pipette. Every remaining channel is also gravimetrically tested and reported at the nominal volume to ensure that it passes and that all channels are delivering accurately. Results for all channels are stated on the Calibration Certificate. Multichannel One is available both at the Anachem Pipette Service Centre and also in your own laboratory with an on-site service clinic and is suitable for most general laboratory needs.

Find Out More About Anachem Pipette Service & Check Latest Offers at [www.pipetteservice.co.uk](http://www.pipetteservice.co.uk)

Keeping your pipettes in perfect operation costs less than you may think

