



## IMPORTANT PLEASE READ!!

Thank you for choosing Pipette MD / Biohit to handle your Service and Calibration needs. Please read the following information as we have updated our pricing and service levels.

Please note that our pricing structure has changed for 2012. These changes also include a \$20.00 evaluation fee for each unrepaired pipette that is returned to the customer.

If you choose a Service Level that includes "As Found" calibration and decide not to continue with the service and/or quoted repairs (if necessary), you will be charged the applicable calibration-only charges.

If you are returning your pipette for repairs covered under the Manufacturer's Warranty, please be aware of the following applicable fees: If your pipette is at or beyond six months from the date of purchase, calibration, and service is not covered under the unit's warranty. The standard calibration fee will apply. If the unit is under warranty and a specific service/calibration level has been requested by the customer, all applicable fees will apply.

It is very important when sending your pipette for service that the Service Packet is filled out completely. **If Pipette MD does not receive a Decontamination Form for each pipette returned, we will assume that the unit was not decontaminated.** We will decontaminate the unit at an additional charge of \$20.00 for single channel, \$30.00 for eight channels, and \$35.00 for twelve channel units. If you do not select a service level and service interval for each unit returned for service it will default to Service Level D with a 6 month interval.

All pipettes will be returned to you via UPS or FedEx Ground Service. Expedited services are available at an additional charge.

We will accept either a credit card or purchase order for payment. The credit cards we accept are Visa, Mastercard, and American Express. The purchase order can be a blanket purchase order or specific purchase order per repair. All purchase orders must be made out to Biohit Inc. You can also authorize the repairs and/or calibration services for a set dollar amount and if the services exceed the set amount you will be quoted on the additional charges.

Thank you in advance,  
Pipette MD Service Staff



## **Pipette MD**

3535 Route 66 Bldg 4  
P.O. Box 308  
Neptune, NJ 07754-0308

### **RETURNED AUTHORIZATION (RA) PROCESS**

**To return instruments to Pipette MD; please follow the step-by-step instructions below:**

- Call Customer Service at; 877-637-4738 to receive a Return Authorization number (or) request an RA number through Technical Service e-mail: info@pipettemd.com
- Return pipette package following the Packing and Ship-To instructions below.
- Pipettes are serviced by the Technical Service Department, a division of Sartorius Biohit.
- You will be contacted with cost of repair by the Technical Services Administrator - *Upon receipt of returned materials, please allow 5 business days for a quote to be issued.*
- You provide a Purchase Order Number made out to Biohit Inc or Credit Card Number for service.
- Pipettes are shipped back to customer via UPS ground unless otherwise noted by customer. Additional fees may apply.

### **Packing Instructions**

- Use the original shipping boxes or similar sturdy packaging.
- The pipettor(s) being sent in for repair must be enclosed in bubble wrap or another form of protective packaging.
- Include RA Number and Completed Certificate of Decontamination & Order Request forms in package with pipettes

**\*Please note that Pipette MD is not responsible for any damage incurred during the shipping process; both in transit to Calibration Lab as well as returning to Customer's Facility.**

### **Ship To Instructions**

**Pipette MD**

**Attn: Technical Service Dept - (RMA #)**

**3535 Route 66, Bldg # 4**

**Neptune, NJ 07753**

*For assistance beyond the instructions stated above; please contact the:  
Technical Service Department at 877-637-4738*





**Pipette MD**  
 3535 Highway 66  
 Building 4  
 Neptune, NJ 07753

**STATEMENT OF DECONTAMINATION**

This form is **required** by Pipette MD prior to repair/service of any returned item(s)  
 No services will be rendered without a **completed** Decontamination Form

Please answer all questions by checking "Yes" or "No" where applicable. Provide specific comments below.  
 Has the equipment been exposed internally or externally to any of the following:

	YES	NO
Blood, body fluids, pathological specimens.....		
Other biohazards.....		
Biodegradable material that could become a hazard.....		
Chemicals or substances hazardous to health.....		
Other hazards.....		
Radioactive substances.....		

If yes, please list the names and quantities of isotopes in comments section below

Comments/Questions:

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Method of Sterilization:

Biocide                       Irradiation                       Autoclave  
 Manual Cleaning            No Sterilization Required  
 Other: \_\_\_\_\_

**I certify that the instrument(s) listed are free of any radioactive, bio-hazardous, pathological, or otherwise dangerous substances and are safe for human handling.**

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Title: \_\_\_\_\_



## Pipette MD Menu of Service

In order for us to properly quote your individual service needs, please select the Service Level from the menu below.

SERVICE LEVELS	A	A+	B	B+	C	C+	D	CALIBRATION ONLY	PM Program*
"AS FOUND" DATA	*	*	*	*				*	
"AFTER SERVICE" DATA	*	*	*	*	*	*	*		*
MEASUREMENTS PER VOLUME	6	10	4	4	4	4	3	3	3
TESTED AT 100, 50, AND 10% OF NOMINAL VOLUME	*	*	*	*	*	*			
TESTED AT 100 AND 10% OF NOMINAL VOLUME							*	*	*
PERFORMANCE TESTED ON CENTER CHANNEL ONLY							*	*	*
PERFORMANCE TESTED ON FIRST, MIDDLE, AND LAST CHANNELS	*	*	*		*				
PERFORMANCE TESTED ON ALL CHANNELS		*		*		*			
CLEANING AND LUBRICATION OF THE TIP CONE(S) AND PISTON(S)	*	*	*	*	*	*	*		
VISUAL LINEARITY AND LEAK TEST	*	*	*	*	*	*	*	*	*
REPLACEMENT OF THE TIP CONE(S) AND PISTON(S)									*
ISO 17025, GLP, GMP COMPLIANT	*	*							
ISO 8566 COMPLIANT	*	*	*	*	*	*	*	*	*
CALIBRATION CERTIFICATE	*	*	*	*	*	*	*	*	*
CALIBRATION STICKER	*	*	*	*	*	*	*	*	*
SINGLE CHANNEL	\$ 90.00	\$ 98.00	\$ 70.00	\$ 70.00	\$ 50.00	\$ 50.00	\$ 30.00	\$ 25.00	By Request
MULTI-CHANNEL (8)	\$ 150.00	\$ 235.00	\$ 105.00	\$ 160.00	\$ 80.00	\$ 105.00	\$ 60.00	\$ 30.00	By Request
MULTI-CHANNEL (12)	\$ 180.00	\$ 305.00	\$ 120.00	\$ 205.00	\$ 110.00	\$ 135.00	\$ 75.00	\$ 30.00	By Request

All makes & models calibrated. Most makes and models repaired.

Customized calibration available upon request

\*Preventative Maintenance Program applies to Biohit pipettes only. Includes replacement of piston(s), tip cone(s), battery for electronic models, and "D" level calibration. Please contact Pipette MD at 877-637-4738 or info@pipetتمد.com for more information.

The basic PM Program includes the above marked services. All calibration levels are available at an additional cost. Please call for prices.