



PIPETTE SERVICE CENTER

# pipetman®

Authorized Service

The only Gilson PIPETMAN® manufacturer-authorized service center in the U.S.



TECHNICAL EXPERTISE  
FROM THE MANUFACTURER

ISO 17025 ACCREDITED  
SERVICE COMPANY

CONVENIENT INLAB™  
FIELD SERVICE AVAILABLE



 **GILSON®**



# Reproducibility is key.

Leading research institutions around the world have associated Gilson PIPETMAN® with reproducibility for over 40 years. When it comes to servicing your pipettes, why choose anyone else? As a pipette manufacturer, we understand the importance of using original equipment manufacturer parts whenever possible. Your samples and data are valuable, and we want to help you avoid problems before they arise. Let Gilson service all of your pipettes, no matter the make, no matter the model.



## The top 3 reasons to service your pipettes regularly:

### 1. Maintain integrity and reproducibility of data:

Regular maintenance will keep your pipettes within specification; ensuring you have reliable instruments that provide more reproducible data accurately, minimizing downtime in your lab.

**2. Control costs:** Seals and O-rings are essential parts, subject to wear, deterioration, and contamination in normal usage. These parts are included free in all standard service offers for single channel pipettes. Average savings of over \$15!

**3. Increase the life of your pipettes:** Servicing your pipettes regularly will prevent costly repairs and increase the lifespan of your pipettes. Gilson pipettes have been known to last up to 30 years when serviced regularly—talk about return on investment!

## Gilson Achieves ISO 17025 Accreditation for InLab™ Service and the Service Center of Excellence

As an accredited ISO 17025 service provider, Gilson can offer additional reporting on your calibration certificates for maximum traceability recording—perfect for GLP compliant labs! One of the few service companies to have this certification for our InLab™ Field Service, you can be sure your pipettes maintain their original accuracy, precision and performance capabilities.

ISO 17025 level certification is available on levels 2 and 3 for an additional charge.

## Many service levels to choose from.

### What is the difference?





## Service levels – choose your service level based on the amount of data your lab requires.

### PIPETMAN® Repair and Calibration

**Level 1:** Pipette repair and calibration includes full internal and external cleaning and decontamination, visual and functional inspection, repair, adjustment and calibration. You will also receive a calibration label and a detailed calibration certificate for each pipette.

Data is collected with 2 weighings at the low and high volumes.

*Perfect for academic labs!*

**Level 2:** This service option is the same as Level 1 but includes more data on the calibration certificate. This service level includes full internal and external cleaning and decontamination, visual and functional inspection, repair, adjustment and calibration. You will also receive a calibration label and a detailed calibration certificate for each pipette.

Data is collected with 4 weighings at the low and high volumes.

*This level meets the requirements of most labs.*

**Level 3:** This service option provides the greatest amount of data as well as "As Found" information on your pipettes. This service level also includes full internal and external cleaning and decontamination, visual and functional inspection, repair, adjustment and calibration. A calibration label and a detailed calibration certificate for each pipette is included.

5 weighings are collected at the low, mid, and high volumes before any work is begun on the pipettes. Then 10 weighings at the low, mid and high volumes are collected after the pipettes are repaired and calibrated.

*This level is suitable for regulated labs and any facilities that require As Found data.*

### PIPETMAN® Easy Check:

A great way to check your pipettes' performance in between calibration services. This pipette service includes internal and external cleaning, visual and functional inspection, leak test, gravimetric check and a detailed report.

*Excellent value.*



# Service Offers

## Service Program Details

	PIPETMAN® Repair and Calibration			
	PIPETMAN® Easy Check	Level 1	Level 2	Level 3
Internal & External Cleaning	✓	✓	✓	✓
Internal & External Decontamination		✓	✓	✓
Visual & Functional Inspection	✓	✓	✓	✓
Basic Repair	✓			
Complete Repair		✓	✓	✓
Seal & O-ring	Free <sup>1</sup>	Free <sup>1</sup>	Free <sup>1</sup>	Free <sup>1</sup>
Tip Holder (as needed)	Free <sup>1</sup>	Free <sup>1</sup>	Free <sup>1</sup>	Free <sup>1</sup>
Leak Test	✓	✓	✓	✓
Gravimetric Check	✓			
Gravimetric Adjustment & Calibration		✓	✓	✓
As Found Data <sup>2</sup>				3 x 5
As Returned Data <sup>2</sup>		2 x 2	2 x 4	3 x 10
Multichannel Data available for all channels		✓	✓	✓
Pipette Label	✓	✓	✓	✓
Easy Check Report	✓			
Calibration Certificate		✓	✓	✓

<sup>1</sup> Complimentary replacement of tip holder (as needed), seal, and o-ring (most brands, most models, single channel only, once a year)

<sup>2</sup> As Found Data: collected prior to any repairs being performed to verify function. As Returned Data: collected after repairs and adjustments have been made.

## Service Program Pricing

	Single Channel	Multichannel (One Channel)	Multichannel (All Channels, 8)	Multichannel (All Channels, 12)
PIPETMAN® Easy Check	\$25	\$33		
PIPETMAN® Level 1 Repair & Calibration	\$35	\$55	\$81	\$103
PIPETMAN® Level 2 Repair & Calibration	\$48	\$61	\$100	\$143
PIPETMAN® Level 3 Repair & Calibration	\$57	\$81	\$235	\$315

Download the Service Order Forms at [www.gilson.com/USPipetteService](http://www.gilson.com/USPipetteService)

Electronic calibration certificates available upon request.

### 1 year warranty on all service levels

ISO 17025 level certification is available on levels 2 and 3 for an additional \$10 charge.



For customer service, call 1-800-766-7000.  
To fax an order, use 1-800-926-1166.  
To order online: [www.fishersci.com](http://www.fishersci.com)