

Please complete all sections below accurately ensuring that the selections made match the information on your quote/purchase order (For technical guidance please see page 2). Failing to do so will cause delays and may cause the incorrect service to be carried out and invoiced. Please contact us if you have any queries on the contact details on the next page. To enable us to comply with Health & Safety Regulations, all pipettes used with hazardous materials must be decontaminated of all hazards and not present a risk to the service technician. Please complete this certificate declaring the items as hazard free below. If any sections are not complete or instructions are not clear we will make contact before carrying out the work, which may lead to a delay in the completion of the service.

	<b>Return Address</b>	<b>Billing Address</b>	<b>Contact Name</b>		<b>Total Number of Pipettes</b>
<b>VAT Number</b>			<b>Phone</b>		
<b>Company Name</b>			<b>Email</b>		
<b>Department</b>			<b>Customer PO #</b>		
<b>Address</b>			<b>Promotion code #</b>		
<b>Postcode</b>			<b>Package quote #</b>		
<b>City</b>			<b>MT customer #</b>		
<b>Country</b>			<b>VAT Exemption</b>		<b>Please check before dispatch</b>

**UKAS/ISO 17025 Calibration**  Tick if applicable **Paper calibration certificates will be issued unless you request an electronic version** Tick for electronic certificate

Do you require the due date on your calibration sticker? **Yes**  **No**

If yes, please state interval Interval .....  
and date format eg 3 months,dd/mm/yy Format .....

Definitions of Service Levels: (please see page 2 for more information)		Definition of Measurements:	
<b>A</b>	As Found calibration	<b>1x10</b>	Ten readings at one volume
<b>B</b>	Preventative Maintenance, As Returned calibration	<b>2x2</b>	Two readings at two volumes
<b>C</b>	As Found calibration, Preventative Maintenance, As Returned calibration	<b>2x4</b>	Four readings at two volumes
<b>D</b>	As Found calibration (but if pipette fails then Preventative Maintenance and As Returned calibration will be performed)	<b>3x4</b>	Four readings at three volumes
		<b>3x5</b>	Five readings at three volumes
		<b>3x10</b>	Ten readings at three volumes

No. of Pipettes	Customer ID	Channels	Test Specifications	Measurements*	Service Level	Calibration Frequency	Repair Needed	Notes (to give more information to the technicians)

\*Other or Custom – please specify in the notes. Manufacturers’ tips will be used for the calibration, if customer’s tips are required please include a box of tips with the pipettes.

Please tick ONE of the following:	
I authorise that any spare parts required for calibration level may be replaced and detailed in my invoice	<input type="checkbox"/>
Please contact me with a quotation before proceeding with any service if spare parts amount to £100 or more per pipette	<input type="checkbox"/>
Please contact me with a quotation for spare parts before proceeding with any service	<input type="checkbox"/>

Declaration of Decontamination:		Please tick:
We certify that these pipettes have been carefully cleaned and decontaminated from biological, chemical and radioactive contamination		<input type="checkbox"/>
We can certify that these instruments are safe for human handling		<input type="checkbox"/>
We certify that serial numbers and the number of pipettes in the above list are in accordance to the actual content of pipettes sent in packages		<input type="checkbox"/>
Type of contaminant (if any):		<input type="checkbox"/>
<b>Printed Name</b>	<b>Signature</b>	<b>Date</b>

Please send your pipettes along with this fully completed form to:  
**Pipette Service Centre, Mettler-Toledo Ltd, 64 Boston Road, Beaumont Leys, Leicester, LE4 1AW**

**T** 0116 234 6705  
**E** pipetteservice.mt.uk@mt.com  
**▶** [www.mt.com/uk-pipettes](http://www.mt.com/uk-pipettes)

**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. 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 to both ISO 8655 Part 6 and Part 7. A Part 6 calibration must be a 3x10, whereas a Part 7 calibration can be a 2x4 or above.

**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.

**Important**

The information contained within this document will be used to deliver the service. Failure to complete the form correctly may result in a delay to your service. All work on site to be carried out in accordance with section on ISO 8655:6 and in conjunction with METTLER TOLEDO's SOP's and ISO 8655-7 dependent on customer requirements.

**ISO 8655 Part 6 and Part 7**

At the METTLER TOLEDO Service Centre we can offer calibrations to both ISO8655:2022 Parts 6 and 7. Part 6 has a number of exacting criteria that must be met, these are as follows; the calibration level must have 10 readings at each volume, the environmental conditions at time of calibration must meet the conditions set out in Part 6, the correct readability of the balance as set out in Part 6 and pipette tips must be changed every 5 readings. Part 7 calibrations are being carried out in the same facility therefore the balances and the environmental conditions are the same. A Part 7 calibration can be for any calibration which is above a 2x4 and we will change pipette tips for every volume instead of every 5 readings.

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

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

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