

# RaininService

## BenchSmart 96 Service Order Form

800 4 Rainin (800 472 4646) RaininService.com

### Step 1 Service Plans and Specifications

Product Name	Standard	Advanced	Accredited*
As-found Calibration (volumes x weighings)	n/a	2 x 4	3 x 4
As-returned Calibration (volumes x weighings)	2 x 4	2 x 4	3 x 10
Service Offering	Standard Calibration	Advanced Calibration	Accredited ISO 17025 Calibration
Product Number	30451098	30451099	30451100
Select Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specifications	As-Found	As Returned	
ISO 8655	<input type="checkbox"/>	<input type="checkbox"/>	
Manufacturer	<input type="checkbox"/>	<input type="checkbox"/>	
Custom**	<input type="checkbox"/>	<input type="checkbox"/>	

\*Includes Measurement Uncertainty, which is not Included in PASS/FAIL determination.  
\*\*Must be supplied with each order and may not exceed the capability of the pipette.

### Step 2 Service Interval

Annual  6 Months  3 Months  Other \_\_\_\_\_

### Step 3 Optional Service (Additional fees may apply)

Rush Service: 48-hour in-lab turnaround with round-trip UPS overnight shipping. (call 800 472 4646 to schedule)

### Step 4 Decontamination Policy

If your organization maintains a current master service agreement with Mettler-Toledo Rainin, LLC and an acceptable decontamination process is specified within such agreement, no signature is required on this form for certification of decontamination.

I certify that my BenchSmart 96 service part is free of biological, chemical and radiological contaminants.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Credit card information will be destroyed after processing.

### Step 5 Payment Method

Visa  Amex  MasterCard  Purchase Order (please attach)

Credit Card or PO No. \_\_\_\_\_

Credit Card Expiration Month: _____ Year: _____	Your Reference Number (optional) _____
Rainin Use Only	Promo Code/Voucher No. _____

### Step 6 Billing

Company \_\_\_\_\_  
 Cardholder Name \_\_\_\_\_  
 Address 1 \_\_\_\_\_  
 Address 2 \_\_\_\_\_  
 Address 3 \_\_\_\_\_  
 City, State, ZIP \_\_\_\_\_  
 Quote No. \_\_\_\_\_

Orders without payment information will not be processed.

For current pricing, visit [www.mt.com/RaininServicePricing](http://www.mt.com/RaininServicePricing)

Expedited Repair: I do NOT need an estimate for repairs under \$500.

Note: We will gladly design a custom plan to meet your unique needs.  
For complete Terms & Conditions, visit [www.mt.com/BS96TC](http://www.mt.com/BS96TC)

### Step 7 Shipping

Contact Name \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Email \_\_\_\_\_  
 Shipping address same as Billing address  
 Organization \_\_\_\_\_  
 Address 1 \_\_\_\_\_  
 Address 2 \_\_\_\_\_  
 Address 3 \_\_\_\_\_  
 City, State, ZIP \_\_\_\_\_

By submitting this service request I agree to the METTLER TOLEDO standard Terms and Conditions of Sale, which can be accessed of [www.mt.com/legal](http://www.mt.com/legal) and are incorporated herein by reference. If your organization maintains a current master service agreement with Mettler-Toledo, LLC, the Terms and Conditions of that master agreement will supersede the standard terms and Conditions of Sale as described above and referenced within this pipette calibration order form.

### Step 8 Service Centers

7500 Edgewater Drive, Oakland, CA 94621  
150 Wells Avenue, Newton, MA 02459

**Standard Turnaround**  
3-4 days (in house)

**Special Instructions:**

# RaininService Convenient Mail-in Calibration Service




**Rainin makes it easy to get fast reliable service and calibration, guaranteed!**

- Quick turnaround, with four ISO 17025 accredited service labs across North America
- We service all brands of pipettes – most with manufacturers’ original parts (Rainin, Eppendorf, Gilson, Thermo Fisher, Sartorius)
- We service all pipettes – single channels, multichannels, Liquidator 96 and BenchSmart 96
- Free shipping – contact Tech Support by email at [tech.support@rainin.com](mailto:tech.support@rainin.com) or by phone at (800) 543-4030 for instructions

## Service Plans

All plans include:

- Full preventive maintenance (PM) with seal replacement or restoration
- Liquid leak test on all nozzles
- Adjustment to manufacturer’s tolerances
- Calibration certificates with detailed results
- Calibration label

	Standard Plan	Advanced Plan	Accredited Plan
	Labs with basic service needs  	When prior performance matters  	For complete ISO 17025 documentation  
<b>As Found (measured)</b>		4 test weighings @ 10% and 100%	4 test weighings @ 10%, 50% and 100%
<b>As Found (reported)</b>		✓	✓
<b>Preventive Maintenance</b>	✓	✓	✓
<b>Calibration</b>	✓	✓	✓
<b>As Returned (measured)</b>	4 test weighings @ 10% and 100%	4 test weighings @ 10% and 100%	10 test weighings @ 10%, 50% and 100%
<b>As Returned (reported)</b>	✓	✓	✓
<b>Calibration Certificate</b>	Standard Certificate	Standard Certificate	ISO 17025 Certificate