

Online Ordering Pipette Calibration

FAQ

We are now switching mail-in pipette calibration orders to the METTLER TOLEDO CustomerPortal, a user-friendly 24/7 platform that gives you access to pricing, order history, status tracking and documentation all in one place. Learn more in the FAQ below.

1. What is online pipette calibration ordering?

Online pipette calibration ordering lets you request mail-in calibration or on-site calibration through our CustomerPortal instead of by phone or email.

2. How do I access online pipette calibration ordering?

If you are a current CustomerPortal user the option is available on the main navigation bar when you access the portal. If you have previously been a METTLER TOLEDO Service customer and have not already done so, you may need to confirm your CustomerPortal registration and activate your account:

- Access the login page at <https://uk.store.mt.com/login>
- Enter your email address
- You will see a message: "Your account is not active"
- Follow the instructions to confirm your registration and activate your account

3. I'm new to METTLER TOLEDO Service. Can I create an account?

Yes, you can create an account directly in the CustomerPortal. Once your user account is linked to your business account you will be able to place orders for payment by invoice. To create an account:

- Access the login page at <https://uk.store.mt.com/login>
- Enter your email address
- If no user account is found, click "Create Account"
- Complete the registration form and follow the instructions to activate your account. We'll notify you once your user account is ready or if we need additional information.

4. I require a quote for pipette calibration. How do I access this?

The new ordering process sends you a **Service Order** confirmation by email instead of a quote. It includes the estimated total for the selected pipette service, but does not include repair or spare part costs, or the return shipping fee of £40/€50.

5. How long is the Service Order valid?

The pricing on your Service Order is valid for 30 days. If your pipettes are not received within 30 days the service order will be closed on our system and you will not be charged.

6. Do I have to provide a purchase order at the time of placing my order?

If you choose **Invoice Payment** at checkout, enter a reference in the Purchase Order Number field. If you don't have a purchase order number yet, use it as your own reference. After receiving your pipettes our Calibration Specialists will contact you to agree to any additional costs. If a purchase order is not provided our Shared Services team will contact you to request a copy before returning your pipettes.

7. Can I pre-authorise repairs and spare parts?

Yes, in the **Additional Information** section of the checkout you can authorise spare parts required for calibration. If authorisation is not provided, we will contact you before proceeding with any service.

8. How do I order a Service Level D conditional service?

If you require an **"As Found"** calibration but would like to request a conditional service if the pipette fails, please stipulate this in the **Special Instructions** field of the checkout. Our Calibration Specialists contact all As Found failures to discuss the next available steps.

9. How do I request UKAS/ISO 17025 Calibration?

If you require an **ISO 17025 Calibration Certificate** please advise us in the **Special Instructions** field.

10. How will I receive my calibration certificate?

Paper calibration certificates will be issued unless you request an electronic version in the **Special Instructions** field.

More Information on Service Types

- **A - As Found Calibration:** A calibration that takes place when the technician receives the pipettes from you. The pipettes are not cleaned or serviced. This is an **"As Found"** calibration.
- **B - Preventative Maintenance, As Returned Calibration:** Preventative Maintenance is carried out, including changing the sealing system, cleaning and servicing the pipette. After this process, the pipette is calibrated as an **"As Returned"** calibration.
- **C - As Found Calibration, Preventative Maintenance, As Returned calibration:** A calibration that takes place when the technician receives the pipettes from you. 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 – Conditional As Found Calibration (if pipette fails then Preventative Maintenance and As Returned calibration):** 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 is taken and a certificate is produced. If the pipette fails, preventative maintenance is carried out, including changing the sealing system, cleaning and servicing the pipette. After this process, the pipette is calibrated as an **"As Returned"** calibration.

If you have any questions, please feel free to contact us quoting a service order confirmation number.

- MTUK-Pipette.PSC@mt.com – to request certificates/ ask technical questions
- PipetteService.mtuk@mt.com – if you have any invoicing/ payment queries
- eCommerce.mtuk@mt.com – if you have any questions regarding placing your order online