

RaininService

Benchtop Pipettor Service Order Form

800 4 Rainin (800 472 4646) RaininService.com

Step 1 Service Plans

Product Name	Standard	Advanced	Accredited ISO 17025 ¹	Accredited+ ISO 17025-7
As-found Calibration (volumes x weighings)	n/a	2 x 4	3 x 4	3 x 10
As-returned Calibration (volumes x weighings)	2 x 4	2 x 4	3 x 10	3 x 10

Pipettor Type

QTY

Liquidator 96	☐	☒	☐	☒
BenchSmart 96	☐	☐	☐	☐
MicroPro 300/1250	☐	☐	☐	☐
MicroPro 20 (5 channels only)	☐	☐	☐	☐
MicroPro (Avidien)**	☐	☐	☐	☐

Specifications

As-Found

As Returned

ISO 8655	☐	☐
Manufacturer	☐	☐
Custom***	☐	☐

*Includes Measurement Uncertainty, which is not Included in PASS/FAIL determination.

**Legacy plan for Avidien customers with prepaid service.

***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 Services (Additional fees apply)

☐ 96-channel DNA and RNase-off decontamination (30932020)

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 benchtop pipettor 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.	

 For current pricing, visit www.mt.com/RaininServicePricing
☐ I need an estimate if additional parts/repairs are needed.

Note: We will gladly design a custom plan to meet your unique needs.

 For complete Terms & Conditions, visit www.mt.com/CalTC

Orders without payment information will not be processed.

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 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
 10636 Scripps Summit Ct., # 130, San Diego, CA 92131
 200 Rittenhouse Circle East, Unit 2, Bristol, PA 19007

Standard Turnaround

3-4 days (in house)

Special Instructions:

METTLER TOLEDO

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®, Integra®, Thermo Fisher®, Sartorius®)
- ISO 8655 Part 6 is the gold standard for gravimetric testing
 - Tight environmental controls are maintained
 - Best service plan for reduced risk of results
- Part 7 allows for deviations and ideal for onsite service
- We service all pipettes – single channels, multichannels and all Rainin benchtop pipettors
- Free inbound shipping
 - 4 or more, request our free return kit
 - 3 or fewer, or in a rush, pack them yourself and print a complimentary inbound shipping label at mt.com/RaininServiceLabels

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 certificate with detailed results
- Calibration label

Standard	Advanced	Accredited	Accredited+ ISO-7
Labs with basic service needs	When prior performance matters	Complete ISO 17025 documentation	ISO 8655-7 and 17025 compliance
Perfect for Academic R&D Research Labs	Pharma Biotech Clinical Research Labs	GLP/GMP, Regulated Labs	GLP/GMP, Regulated Labs

As Found	N/A	4 Test weighings @ 10, 100%	4 Test weighings @ 10, 50, 100%	10 Test weighings @ 10, 50, 100%
As Returned	4 Test weighings @ 10, 100%	4 Test weighings @ 10, 100%	10 Test weighings @ 10, 50, 100%	10 Test weighings @ 10, 50, 100%
Preventive Maintenance	Yes	Yes	Yes	Yes
Calibration Certificate	Non-accredited	Non-accredited	Accredited	Accredited
Compliance	SOPs based on ISO 8655	SOPs based on ISO 8655	SOPs based on ISO 8655	ISO 8655-7:2022

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