

# RaininService

## Benchtop Pipettor 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

  

Pipettor Type	QTY	Standard Calibration	Advanced Calibration	Accredited ISO 17025 Calibration
Liquidator 96		17800153 <input type="checkbox"/>	17800154 <input type="checkbox"/>	30415512 <input type="checkbox"/>
BenchSmart 96		30451098 <input type="checkbox"/>	30451099 <input type="checkbox"/>	30451100 <input type="checkbox"/>
MicroPro		30848615 <input type="checkbox"/>	30848616 <input type="checkbox"/>	30848617 <input type="checkbox"/>
<b>MicroPro 5 Channel PM</b>				
MicroPro (Avidien)**		30850283 <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.  
 \*\*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 may apply)

DNA and RNase-off decontamination

### 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	Your Reference Number (optional)
Month: _____ Year: _____	
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](http://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](http://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](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  
 5955 Mira Mesa Boulevard, Suite A, San Diego, CA 92121  
 200 Rittenhouse Circle East, Unit 2, Bristol, PA 19007

**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, BenchSmart 96 and MicroPro
- Free shipping and return box for Liquidator and MicroPro – To order a shipping label and return box, contact our Sales team by email at [IS@rainin.com](mailto:IS@rainin.com) or by phone at 800-472-4646 option 2

## 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
	<p>Labs with basic service needs</p> <p>Perfect for Academic Research R&amp;D</p>	<p>When prior performance matters</p> <p>Pharma Biotech Clinical research labs</p>	<p>For complete ISO 17025 documentation</p> <p>GLP/GMP, Regulated Labs</p>
<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