

# Pipette.com

EXCEEDING ALL EXPECTATIONS



S E R V I C E

**TPM**  
Total Pipette Management™



**Pipette.com**



## HANDLES ALL YOUR LIQUID HANDLING NEEDS

- Comprehensive portfolio of pipettes, tips and calibration service
- Best in Class products from leading manufacturers
- Over 15 years providing award winning pipette calibration service
- ISO 17025:2005 Accredited and FDA Registered Facility
- Preferred service provider for leaders in Biotech & Academic Life Science

### PIPETTE SERVICE STEPS DEFINED



**Calibration** • Process of adjusting the output of a measurement instrument to agree with value of the applied standard. Pipettes are often out of calibration due to part failure but simply replacing the damaged parts is usually not enough to bring the pipette back within calibration specifications. Micrometer adjustments need to be made by a trained technician in a controlled environment.



**Certification** • Gravimetric measurement method to collect data to provide a statistical basis for calibration compliance. There are different levels of certificates to meet various customer SOP's and regulations.



**Preventative Maintenance (PM)** • the process of proactively replacing parts that are known to wear before they affect the performance of the pipette. Many pipettes that are out of tolerance fail because PM parts have worn out. Regularly scheduled PM is important to keep pipettes within specifications and prevent data errors.



**Repairs** • Adjustments that are made because of part failure that are not considered PM parts. Repairs can often be costly and may exceed the purchase price of replacing a broken pipette.



## PROTECT YOUR INSTRUMENTS AND VALIDATE YOUR DATA

**Pipette.com** is your **GMP & GLP compliance expert**

- Factory trained technicians and authorized service providers
- Repair & Rebuild ALL brands, models and types of pipettes
- Use NIST-traceable 5, 6 & 7 place balances on solid granite tables
- Calibration lab is temperature, humidity and pressure controlled



**We stand behind our work:**

**1 Year Warranty on Parts**

**90 Day Warranty on Calibration**

Pipettes are one of the most ubiquitous and commonly used research tools. Having a pipette operating at its optimal performance is important to obtain accurate and reproducible results.

**As Found Data** • Measurements taken as soon as the pipettes are received and before any calibration processes have started

**As Left Data** • Measurements taken upon completion of all maintenance, adjustments, repairs and calibration

**Extended Measurements** • The industry standard is 4 measurements at 2 data points (4x2). Extended Measurements takes 10 measurements at 2 data points (10x2) to provide more statistical data. The data points are the maximum and nominal volume settings. A median data point can be added to give a 4x3 or 10x3 option.

**Multi-channel Average vs Multi-channel Individual** • It is important that measurements are taken for all channels on a multi-channel instrument. Some companies take measurements on the center channel only. The Pipette.com Multi-channel Average program takes the average of the measurements for all channels. The Multi-channel Individual program takes a separate measurement and displays the data for each channel.



## METROLOGY BASED CALIBRATION

All measurements are subject to uncertainty and a measured value is only complete if it is accompanied by the quantified statement of uncertainty. Measurement Uncertainty (MU) is a key factor in a gravimetric metrology based calibration and it will provide a lot of information on the quality of the company performing the calibration. Pipette.com provides MU data to support calibration measurements with appropriate levels of confidence.

## VARIABLES AFFECTING MEASURED UNCERTAINTY:

### Technicians

Pipette.com technicians are highly trained on many different brands, types and models of pipettes. Our technicians have many years of combined experience and have seen nearly every problem imaginable. Our rigorous training and test requirements ensure that only the most highly trained technicians represent Pipette.com.

### Operating Procedures

The Pipette.com calibration lab is accredited to ISO 17025:2005, ISO 9001:2008, ANSI/NCSL Z540.3:2006, is an FDA Registered Facility and maintains compliance to the piston-operated volumetric apparatus standards of ISO 8655:2002. We maintain and calibrate pipettes according to individual manufacturer's published specifications. Pipette.com can honor specific customer SOP requirements.

### Environmental Control

The environment in which pipettes are calibrated has a tremendous affect on the accuracy of the results. The Pipette.com calibration lab is temperature, humidity and pressure controlled to provide the most precise calibration.

### Equipment

Pipette.com uses 5, 6 & 7 place balances to provide the most accurate and precise measurements. The calibration data is controlled by automated software in a secured balance to computer linked system to eliminate potential sources of human error. All equipment at Pipette.com is calibrated according to NIST standards.



C E



### ANSI Z540.3:2006 Reduces Uncertainty Even Further!

- Focusing on all of the components involved in the calibration process reduces the probability of false acceptance
- Company's receiving Z540.3 accreditation demonstrate the ability to limit false positive results to less than 2%
- Companies without Z540.3 have no ability to place a statistical limit on false positive probability

## Pipette.com HAS FOUR OPTIONS TO MEET ALL OF YOUR PIPETTE SERVICE NEEDS:

### Verification Option

This program is designed to identify pipettes that drift out of tolerance in between your set calibration cycles. Verification is best utilized at highly regulated facilities with tedious reporting requirements. Pipette.com's verification program saves your organization money by catching potential calibration issues before expensive research is wasted and precious time is spent.

### Calibration Option

Full service program that includes PM with documentation. Calibration protects your instruments and will extend their useful product life by keeping them in optimal working condition. Pipette.com's Calibration program fulfills the necessary documentation required by the regulatory agencies and can be modified to meet additional customer needs.

### Accredited ISO 17025 Option

All pipettes are calibrated in Pipette.com's ISO 17025 accredited facility. The ISO 17025 option uses 10x2 instead of 4x2 and provides a special ISO 17025 certificate. This option fulfills GMP/GLP requirements.

### Gold Renewal Option

Complete preventative maintenance and renewal program designed to bring damaged and out of service pipettes back to within acceptable specifications. The Gold Renewal Option is a fixed price and includes a GMP/GLP certificate.

## TOTAL PIPETTE MANAGEMENT TPM™ EXCLUSIVE TO PIPETTE.COM

Monitor your compliance status Anytime & Anywhere:

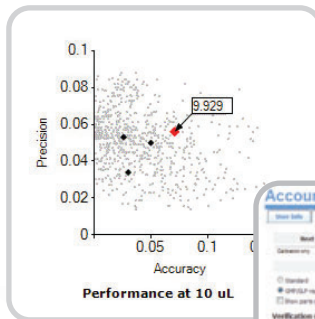
- Detailed and instant snapshot of all instruments in inventory
- 24/7 access with complete calibration history, reports & records
- Meets ISO 17025, ISO 9001, ISO 8655, ANSI/NCSL Z540.3, ASTM and GMP/GLP requirements
- Ensures Title 21 CFR, Part 11 compliance including electronic signatures, password protection, auditable calibration and logs
- Scalable and customizable to meet your company's needs
- Manage and access several user accounts from a master account
- Customizable employee access levels

### QR interactive

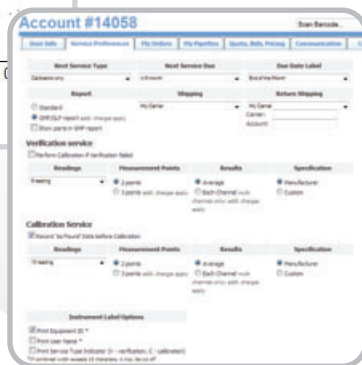


Scan the QR Barcode in this brochure for an interactive demo of TPM on your smart phone

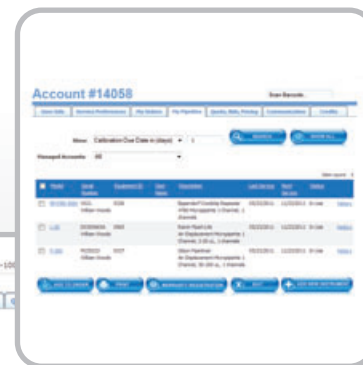
Monitor the Performance of your Instruments over time



Manage and customize the settings for your entire pipette population with the click of a button



Monitor the entire list of pipette due dates and schedule upcoming calibration



M-1000  
Glean Microman Positive Displacement Pipette 1 Channel, 200-1000 uL

Serial Number: W1289688 Equipment ID: 0545 User:

Manufacturer specification  
Specification ID: 408

Volume	%	uL	Mean (uL)	%	uL	CV(%)
200	0.219	15	201.223	0.889	1.6	0.9
500	0.075	495	500	2.3	0.5	0.5
1000	0.009	992	1000	0.29	0.4	0.4

Custom specification for Joe Smith  
Specification ID: 3830

Volume	%	uL	Mean (uL)	%	uL	CV(%)
200	0.22	15	204.226	0.216	1.2	1.8
500	0.02	495	490	0.01	0.1	1
1000	0.216	992	1004	0.008	0.4	0.8

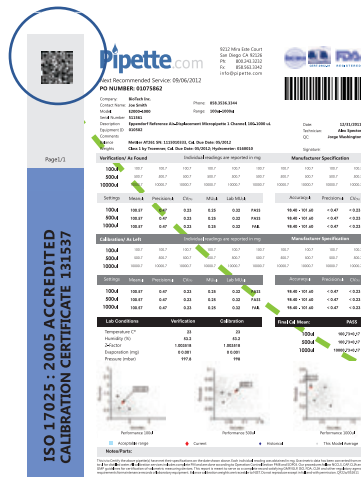
Review the published specifications for each pipette and design your own custom specs



24/7 Access  
Real Time Data

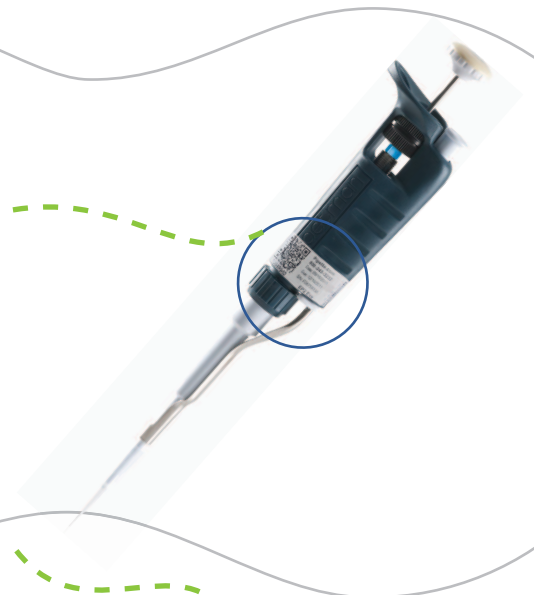
## TPM™ ACCESS ANYTIME & ANYWHERE

- Always prepared for an audit
- Perform field checks on equipment
- Eliminate manual data entry



Scan QR Barcodes or Traditional Barcodes from:

- calibration sticker
- calibration certificate



Tablet Device

- iPad
- Galaxy
- Other



Computer

- Mac
- PC



Smart Phone

- iPhone
- Blackberry
- Droid



## Take Advantage of Cloud Computing Solutions

- Save Money
- Improve Compliance
- Simplify Document Storage
- Always Audit Ready



### Self-Check Option with TPM™:

- Intended for a user generated self-check between calibration cycles
- Detailed instructions on Pipette.com for training
- Data is stored, managed and retrieved in TPM™ for FREE
- Can be used daily, weekly, monthly or quarterly
- Preventative Maintenance kits are sold to compliment this option



Know the total value and cost of entire pipette population at the touch of a button

## Asset Management Solutions

- Includes original asset cost
- Includes current depreciated asset value
- Calculate consumable costs associated with pipettes
- Simple comparison for finding lower priced consumable options
- Make informed decisions about repair versus replacement costs
- Asset Management is FREE for Pipette.com customers

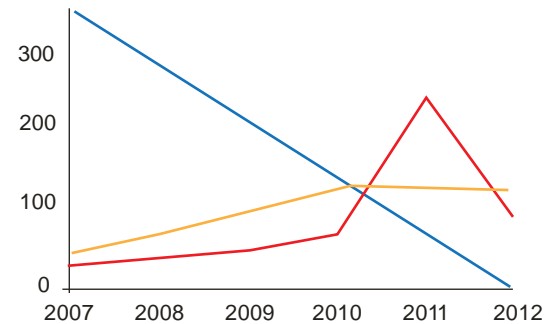
### Asset Depreciation

88.27%

Depreciation

Service Cost

Annual Model Average



Usefull Life span: 5.00 years  
Time in Service: 4.41 years  
Depreciation progress: 88.27%

Purchase cost: \$350.00  
Remaining asset value: \$41.06  
Cumulative service cost to date: \$381.50  
Annual Cost of Ownership: \$86.51

## Electronic Storage and 24/7 Online Access to:

- Calibration Certificates
- Calibration Procedures
- Instruction Manuals
- Pipette Shipping and Transit Status
- Import and Export data in Excel and PDF formats



Green Document  
Storage & Delivery



# Three Different Certificate Options

## Calibration Report



1

## GMP/GLP Certificate



2

- Detailed Specification information
- Shows Mean, Standard Deviation & Variance
- Performance status listed as Pass/Fail
- Lab conditions during calibration process
- List of Parts used in repair
- Computer generated report with barcodes
- Paper copy provided with each order

- All features from #1, plus...
- Actual measurement data provided
- Dedicated certificate for each pipette
- Detailed information on equipment used
- Electronic copies available for calibration orders
- Detailed technician information listed

## CERTIFICATES & DOCUMENTS

### 3 ISO 17025 Accredited Certificate

- All Features from #2 plus
- ISO 17025 Accreditation Listed
- Performance graphs
- Historical data shown
- Comparison data on pipette

QR Barcode



**Pipette.com**  
9212 Mira Este Court  
San Diego, CA 92126  
Ph: 800.243.3232  
Fax: 858.563.3342  
info@pipette.com



Next Recommended Service: 09/06/2012  
**PO NUMBER: 01075862**

Company: **BioTech Inc.** Phone: **858.3536.3344**  
Contact Name: **Joe Smith** Range: **100uL-1000uL**  
Model: **E2000-1000**  
Serial Number: **511561**  
Description: **Eppendorf Reference Air-Displacement Micropipette 1 Channel 100-1000 uL**  
Equipment ID: **010502**  
Comments:  
Balance: **Mettler AT261 SN: 1115010333, Cal Due Date: 05/2012**  
Weights: **Class 1 by Troemner, Cal. Due Date: 05/2012; Hydrometer: 0160010**



Date: **12/05/2011**  
Technician: **Alex Spector**  
QC: **Jorge Washington**

Technician & QC Traceability

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**ISO 17025 : 2005 ACCREDITED CALIBRATION CERTIFICATE 131537**

Three Different Measurement points

Environmental Conditions

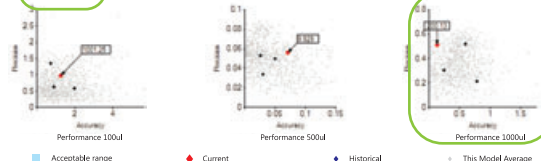
Verification/ As Found	Individual readings are reported in mg						Manufacturer Specification			
<b>100ul</b>	103.6	102.9	102.5	102.6	102.8	103.2	102.8	102.2	103.5	102.7
<b>500ul</b>	500.6	501.2	500.9	500.9	502.2	501.7	500.8	502.1	500.2	500.7
<b>1000ul</b>	1002.1	1003.0	1000.2	1002.1	1001.8	1002.8	1001.8	1002.0	1002.6	1003.2
Settings	Mean <sub>uL</sub>	Precision <sub>uL</sub>	CV <sub>%</sub>	MU <sub>uL</sub>	Lab MU <sub>uL</sub>	Accuracy <sub>uL</sub>	Precision <sub>uL</sub>	CV <sub>%</sub>		
<b>100ul</b>	103.24	0.44	0.43	0.28	0.28	<b>FAIL</b>	98.40 - 101.60	≤ 0.30	≤ 0.30	
<b>500ul</b>	502.89	0.46	0.13	0.42	0.42	<b>PASS</b>	497.00 - 503.00	≤ 1.00	≤ 0.20	
<b>1000ul</b>	1005.69	0.85	0.09	0.54	0.54	<b>PASS</b>	994.00 - 1006.00	≤ 2.00	≤ 0.20	

Calibration/ As Left	Individual readings are reported in mg						Manufacturer Specification			
<b>100ul</b>	100.4	100.3	100.1	100.7	100.4	100.5	100.4	100.3	100.5	100.2
<b>500ul</b>	479.9	498.4	498.2	498.7	498.6	498.4	498.8	498.2	497.9	498.3
<b>1000ul</b>	996.9	998.0	999.3	998.8	999.1	999.3	998.8	998.2	998.4	998.7
Settings	Mean <sub>uL</sub>	Precision <sub>uL</sub>	CV <sub>%</sub>	MU <sub>uL</sub>	Lab MU <sub>uL</sub>	Accuracy <sub>uL</sub>	Precision <sub>uL</sub>	CV <sub>%</sub>		
<b>100ul</b>	100.73	0.17	0.17	0.11	0.11	<b>PASS</b>	98.40 - 101.60	≤ 0.30	≤ 0.30	
<b>500ul</b>	500.09	0.31	0.06	0.19	0.19	<b>PASS</b>	497.00 - 503.00	≤ 1.00	≤ 0.20	
<b>1000ul</b>	1002.06	0.73	0.07	0.46	0.46	<b>PASS</b>	994.00 - 1006.00	≤ 2.00	≤ 0.20	

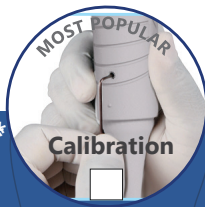
Lab Conditions	Verification	Calibration	Final Cal Mean:	PASS
Temperature C°	23	23	100ul	100.2360,17
Humidity (%)	53.2	50.4	500ul	500.0960,31
Z-Factor	1.003518	1.003518	1000ul	1002.0620,73
Evaporation (mg)	0	0.001		
Pressure (mbar)	997.8	997.8		



Actual value of measurement data listed

Precision & Accuracy performance graph

**Notes/Parts:**  
This is to certify the above pipette(s) have met their specifications on the data shown above. Each individual reading was obtained in mg. Gravimetric data has been converted from mg to uL for display. All calibration services include complete PM and are done according to Operation Control Section PM and SOPs. Our procedures follow NIST, CAP, CLIA and GMP guidelines for certification of volumetric measuring devices. This report is meant to serve as a complete record satisfying GMP, ISO, FDA, CLIA and other regulatory agency requirements for maintenance records of laboratory equipment. Balance calibration weights are traceable to NIST. Do not reproduce except in full and with permission. QF226/05/2011.



## Pipette Service Order Form

Select One Service Level	Verification*	Calibration	Calibration PLUS	Accredited ISO 17025
Manual Single Channel Pipettes	\$24	\$35	\$40	\$49
Electronic Singles, Repeaters, Dispensers	\$25	\$40	\$45	\$52
8-Channel Pipettes (manual/electronic)	\$40	\$60	\$65	\$138
12-Channel Pipettes (manual/electronic)	\$40	\$70	\$75	\$168
Motorized Controller	\$25	\$40	N/A	N/A

Service Includes	Verification*	Calibration	Calibration PLUS	Accredited ISO 17025
Leakage, Functional & Calibration Check	included	included	included	included
Preventive Maintenance (PM) **	n/a	included	included	included
As Left Readings	n/a	4x2	4x2	10x2
As Found Readings	4x2	n/a	4x2	4x2
Calibration Report***	CAL Report	CAL Report	CAL Report	ISO Report
Comprehensive CAL Label	included	included	included	included

Options	Verification*	Calibration	Calibration PLUS	Accredited ISO 17025
3rd Point Reading (per channel)	As Found	<input type="checkbox"/> \$3	n/a	<input type="checkbox"/> \$3
	As Left	n/a	<input type="checkbox"/> \$3	<input type="checkbox"/> \$5
Extended 10x2 Readings (per channel)	As Found	<input type="checkbox"/> \$5	n/a	<input type="checkbox"/> \$5
	As Left	n/a	<input type="checkbox"/> \$5	included
Multi-Channel Readings (per channel)	As Found	n/a	n/a	<input type="checkbox"/> \$3
	As Left	n/a	<input type="checkbox"/> \$3	included
DNA/RNA Decontamination (per pipette)	n/a	<input type="checkbox"/> \$10	<input type="checkbox"/> \$10	<input type="checkbox"/> \$10
Printed copy of GMP/GLP Cal report	<input type="checkbox"/> \$3	<input type="checkbox"/> \$3	<input type="checkbox"/> \$3	ISO Report

Customer Notes and/or Requirements to meet your internal SOP's are available on request

\* If pipette fails Verification, maintenance service will be performed for an extra \$20 (single) or \$35(multi) charge per pipette.  
 \*\* PM (Preventive Maintenance) includes new Seal & O-ring as specified by manufacturer, piston polishing, thorough inside & outside cleaning.  
 \*\*\* Included with returned pipettes / Uncontrolled copy of GMP/GLP available online at no charge.

Calibration Warranty: 90 days labor / 1 year installed parts.

List pipettes below or attach your pipette list to this form

Model Number	Serial Number	User/ID/Notes

PIPETTE QUANTITY:  NEXT CALIBRATION DUE IN  MONTHS (default 6 mo)

48 HOUR SERVICE (no additional charge)  24 HOUR SERVICE (\$5 per pipette)

Pipettes that require rare parts may be delayed. If repair exceeds \$40 per pipette you will be notified upon your request.

PIPETTES WERE DECONTAMINATED FROM RADIOACTIVE, CHEMICAL AND BIO HAZARDOUS MATERIALS WITH AN APPROPRIATE SOLUTION

\_\_\_\_\_  
CUSTOMER SIGNATURE

### Customer Information

FULL NAME

PHONE

E-MAIL

FAX

### SHIP TO ADDRESS

COMPANY NAME

DEPARTMENT

ADDRESS

CITY, STATE & ZIP CODE

**BILL TO ADDRESS**  Check if same as "SHIP TO ADDRESS"

COMPANY NAME

DEPARTMENT

ADDRESS

CITY, STATE & ZIP CODE

### PAYMENT INFORMATION

PO NUMBER OR CREDIT CARD NUMBER

EXP DATE

Master Card  Visa  American Express

MY PIPETTE.COM ACCOUNT (optional)

PROMO CODE (optional)

### Shipping/Handling Options

USE MY CARRIER AND MY ACCOUNT # FOR SHIPPING

Carrier  Account #

**FREE SHIPPING WITH:** 5 or more for Calibration  
10 or more for Verification

For smaller quantities, shipping is \$11 each way

Priority Overnight Shipping (each way)  \$28  
Continental USA (other areas call for quote)

What started in 1996 as Accutek Labs has grown into Pipette.com, a leading pipette service provider for Biotech, Pharma, and Academic Research. At Pipette.com, exceeding your expectations is our number one job! We make pipette calibration service thorough, fast, cost effective and simple. You get ISO 17025:2005 accredited quality results with the best pipette management software available anywhere. You don't have to pay more to get the best, simply call us. We guarantee your complete satisfaction!

*Pipette Enthusiasts at Pipette.com*

**Pipette**.com



## **FAST & FREE NATIONWIDE DELIVERY**

### **Standard Turn Around Time:**

- 48 hour in-house processing of instruments
- FREE 2-Day or faster shipping both ways (no cost to customer)\*
- Use TPM to print FREE shipping labels
- Use TPM to schedule service without filling out paperwork
- FREE Same day pick-up & courier service available in select cities

### **Special Programs Available:**

- 24 hour emergency service for critical pipettes
- Weekend service to prevent downtime in your lab
- Overnight shipping for rush orders
- FREE Pipette Loaner program (Available upon request)
- DNA & RNase pipette decontamination service
- Custom calibration to meet your internal SOP

**Pipette**.com

San Diego Headquarters  
10360 Sorrento Valley Rd.,  
San Diego, CA 92121  
800-243-3232  
858-536-3342  
info@pipette.com

\*Free shipping applies to orders of 5 pipettes or more with Pipette.com carrier of choice