

## Information sheet 10

### SERVICE OF PIPETTES

**Service of pipettes (all brands) follows the manufacturer's instructions and includes the following:**

- Disassembling, cleaning and lubrication.
- Inspection/replacement of worn and/or defect spare parts.
- Function and leak test.
- Electronic pipettes: Test of circuit board and battery (batteries are replaced according to the manufacturer's guidelines).

**Dandiag always recommends a calibration before and after a service inspection.**

#### Repairs

The customer is contacted if a repair exceeds DKK 1.650 excl. VAT for manual and electronic single channel pipettes or manual multichannel pipettes. For electronic multichannel pipettes we will contact you if the cost exceeds DKK 3.000 excl. VAT, unless otherwise agreed at the time of booking. (The mentioned repair price for electronic pipettes does not include change of battery).

After major repairs, e.g., replacement of counter and PM-kit (preventive maintenance kit), a three-point calibration and possibly an adjustment is performed.

A 1-year warranty is given on replaced spare parts. No warranty is given on replaced batteries.

**Pipettes purchased with a yearly free service inspection throughout the life of the pipette:**

Sartorius (model): mLINE, eLINE, eLINE Dispenser, Proline, Picus/Picus NxT, Tacta, Proline XL and Midi Plus.

Integra (model): Viaflo, Voyager, Evolve and PipetBoy/Girl.

The service concept includes a service inspection once yearly on the pipettes mentioned above, free of charge at Dandiag's Service Workshop. Spare parts are invoiced according to current consumption. The service concept is valid for the entire life of the pipette.

It is possible to purchase a standard (traceable) or accredited calibration in connection with the annual free service inspection.

It is customers own responsibility to book/send in the pipettes for the annual free service inspection.

Battery replacement of rechargeable batteries is carried out in accordance with the manufacturer's recommendation and is carried out routinely during service inspections - unless otherwise agreed in writing. For Sartorius pipettes, model Picus / Picus NxT, eLINE and Proline; the battery is replaced every 2 years. For Integra pipettes, model Viaflo, and Voyager as well as for Eppendorf Multipipette; the battery is replaced every 3 years

**Pipettes/dispensers purchased at Dandiag not covered by the free service concept:**

Sartorius (model): Proline Plus pipette, Prospenser and Biotrate Digital Burette.

Eppendorf (model): Multipipette E3/E3x, Repeater M4.

BRAND (model): Transferpette S, Handy Step and Dispensette.