



PIPETTE SERVICE

SERVICE & CALIBRATION ORDER FORM

All information is completed by customer

STEP 1 — SHIPPING ADDRESS (Shipping address will be used on the certificate)

Company Name: _____
Contact Name: _____
Contact Phone: _____
Contact Email: _____
Address: _____
_____ **Post Code:** _____

STEP 2 — BILLING/INVOICE INFORMATION **SAME AS SHIPPING**

Invoice Address: _____
Invoice Company Name: _____
Invoice Contact Name: _____
Invoice Contact Phone: _____
Invoice Contact Email: _____
Email to Send Invoice: _____
Address to Send Invoice: _____
_____ **Post Code:** _____

STEP 3 — SHIPPING INSTRUCTIONS

Ship pipettes in a secure package by an insurable carrier to:
Gilson U.K.
3B Humphrys Road, Woodside Estate, Dunstable, Bedfordshire LU5 4TP

STEP 4 — SPECIAL INSTRUCTIONS

Promo Code/Quote Number: _____
Credit Card Payment? Yes No
Do you require a service estimate before repairs? Yes No
(Standard Terms: Quote sent if parts exceed £50/€50. May delay turnaround time.)
VAT Exempt? Cert No: _____
Purchase Order No. (please attach) _____
Purchase Order Amount: _____

STEP 5 — SERVICE AND CALIBRATION OPTIONS

As Found Required Yes No
Is ISO 17025 calibration required?
The decision rule used is that the acceptance band will equal the tolerance band with zero guard bands (shared risk) where the uncertainty of measurement, at the 95% confidence level, will be considered to assure that the TUR ≥ 1 (reference ILAC G8 section 6). Yes No
Would you like your personal labels removed? Yes No
GLW qualified pipettes / Premium Registered? Yes No
Go Green! Would you like to receive electronic certificates? Yes No
Email for certificate:
Select Your Service Interval: 3 months 6 months Annually
Other: _____
Would you like to be reminded when pipette(s) are due a service? Yes No

STEP 6 — PIPETTE QUANTITIES

Single Channel: _____ Multichannel: _____

STEP 7 — SPECIFICATIONS

Manufacturer Specifications
 ISO 8655 Specifications
 Custom Specifications (Please supply specifications on an additional document.)

STEP 8 — TIPS USED FOR PIPETTE CALIBRATION

Manufacturer Tips
 Customer Tips (please send 10 pcs. per pipette.)

PIPETTE SERVICE DETAILS	LITE*	PRO	PREMIUM
Visual & Functional Inspection	◆	◆	◆
Internal & External Cleaning	◆	◆	◆
Leak Test	◆	◆	◆
Gravimetric Check	◆	◆	◆
Preventative Maintenance†	◆	◆	◆
Re-grease As Needed	◆	◆	◆
Pipette Label	◆	◆	◆
Mail-In or Onsite Service Available	◆	◆	◆
Calibration and Detailed Certificate		◆	◆
ISO 17025 Calibration Available		◆	◆
Lifetime Warranty ††			◆
Free Repairs †††			◆
Turn Around Time	10 days	10 days	5 days

Our service plans are flexible based on your specific needs. To customize your pipette service details, visit gilson.com/services-and-support.html.

* The pipette doesn't get certification and is checked at nominal volume range to ISO8655 spec.

† Preventative maintenance includes the replacement of wearable parts such as the seal and/or o-ring based on manufacturer guidelines. †† See Terms and Conditions on gilson.com for Lifetime Warranty details. ††† Free repairs with enrolment in the Lifetime Warranty. **Premium registration fee plus regular premium fee for first time enrollers**, see Terms and Conditions on gilson.com.

Note: free seal and oring changes on ALL Gilson single channels.

STEP 9 — CHOOSE YOUR PLAN	STEP 10 — DATA OPTIONS (FOR PRO AND PREMIUM ONLY)
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Plan	Description	Selection
Lite*	Dependable Preventative Maintenance	
Pro	Dedicated Service for Trusted Results	
Premium	A Lifetime of Pipette Protection	

Data Options	As Found	As Returned	As Found/ As Returned
2x2			
2x4			
3x5			
3x10			
Other:			

* Skip Step 10 if Selecting *Lite*

STEP 11 — AUTHORIZATION OF WORK

I authorise Gilson to perform service based on the information provided above. I also certify that the pipettes enclosed are fully decontaminated and are free of radio-active and biohazardous materials.

Signature: _____ Date: _____

Yes, I would like to receive occasional emails on relevant product information, available services and promotions from Gilson. See [Privacy Policy](#).

SEND FORM



ISO 17025 Pipette Calibration Service: UKAS accredited service is compliant with ISO/IEC 17025:2017.
 Terms: Net 30 days, FOB Bedfordshire. Freight charges are prepaid and added to invoice.
 Shipping Method: Next Day Courier Delivery, with charges added to invoice unless advised otherwise.
www.gilson.com · P +44 (0) 845 5196 872 · E customersupport-uk@gilson.com

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