

# ON-SITE AND MAIL-IN PIPETTE SERVICE



## HIGH QUALITY SERVICE MADE EASY

Never question the integrity of your samples. Our flexible, tiered service level offerings, along with the option for ISO 17025 accredited service, are tailored to fit your lab's needs, and designed to minimize unplanned, costly repairs while increasing the lifespan of your pipettes.

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 [www.gilson.com/services-and-support.html](http://www.gilson.com/services-and-support.html).

### ISO 17025 ACCREDITED SERVICE

As an accredited ISO 17025 calibration company, Gilson can offer additional reporting on your calibration certificates for maximum traceability, perfect for GLP/GMP compliant labs. We can provide ISO 17025 compliant service both in our dedicated Service Centers as well as on-site in your lab. You can be sure your pipettes maintain their original accuracy, precision, and performance capabilities.

\* 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](http://gilson.com) for Lifetime Warranty details.

\*\*\* Free repairs with enrolment in the Lifetime Warranty, see Terms and Conditions on [gilson.com](http://gilson.com).

## Lite

DEPENDABLE PREVENTATIVE MAINTENANCE

### Service Provided

Leak Test	✓
Gravimetric check at normal volume	✓

Gilson's Lite service offer is perfect for academic labs.

This service includes the following:

- Preventative maintenance\*
- Visual and functional inspection
- Internal and external cleaning
- Leak test and gravimetric check to ISO 8655 specifications
- Service label and consolidated report
- One-year warranty on parts and labor

\* Basic repairs are an additional cost and completed upon your approval. If more advanced repairs are needed your pipette is eligible to be upgraded Pro service.

## Pro

DEDICATED SERVICE FOR TRUSTED RESULTS

### Data Options

As Found	As Returned
N/A	2x2
N/A	2x4
2x4	2x4
3x5	3x5
3x10 Option available on request	

Gilson's Pro service offer includes the following:

- Preventative maintenance\*
- Visual and functional inspection
- Internal and external cleaning
- Leak test and calibration
- Calibration label and detailed calibration certificate
- Choose either manufacturer or ISO 8655 specifications
- ISO 17025 accredited calibration certificates are available
- One-year warranty on parts and labor

\* Basic and advanced repairs are an additional cost and completed upon your approval.

## Premium

A LIFETIME OF PIPETTE PROTECTION

### Data Options

As Found	As Returned
N/A	2x2
N/A	2x4
2x4	2x4
3x5	3x5
3x10 Option available on request	

Gilson's Premium service provides you with a Lifetime Warranty on your pipette and full coverage for all repairs and incidental damage as long as you continue to get Premium service with Gilson annually. This service includes the following:

- Preventative maintenance\* and ALL repairs are included in the cost of service
- Visual and functional inspection
- Internal and external cleaning
- Leak test and calibration
- Calibration label and detailed calibration certificate
- Choose either manufacturer or ISO 8655 specifications
- ISO 17025 accredited calibration certificates are available

\* New pipettes can be enrolled in this service plan at no charge. In addition, older pipettes can be enrolled for a one-time fee of 25€, allowing you to take advantage of the same benefits.

