



Thermo Scientific Expert Pipette Service

Service and Support

Our support specialists work in partnership with you to keep your pipettes performing at their peak. We understand how vital these instruments are to your success and take pride in setting the industry standard through service excellence. To arrange for service in North America or to extend your warranty, contact us at 800.345.0206 or matrix.technicalservice@thermofisher.com.

About Thermo Fisher Scientific

Thermo Fisher Scientific Inc. (NYSE: TMO) is the world leader in serving science, enabling our customers to make the world healthier, cleaner and safer. With annual revenues of \$10.5 billion, we have approximately 34,000 employees and serve over 350,000 customers within pharmaceutical and biotech companies, hospitals and clinical diagnostic labs, universities, research institutions and government agencies, as well as environmental and industrial process control settings. Serving customers through two premier brands, Thermo Scientific and Fisher Scientific, we help solve analytical challenges from routine testing to complex research and discovery. The Thermo Scientific brand represents a complete range of high-end analytical instruments as well as laboratory equipment, software, services, consumables and reagents to enable integrated laboratory workflow solutions. Fisher Scientific provides a complete portfolio of laboratory equipment, chemicals, supplies and services used in healthcare, scientific research, safety and education. Together, we offer the most convenient purchasing options to customers and continuously advance our technologies to accelerate the pace of scientific discovery, enhance value for customers and fuel growth for shareholders and employees alike. Visit www.thermofisher.com.

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North America: Tel: 800.345.0206 | email: matrix.info@thermofisher.com
Europe: Tel: +44 (0) 161 486 2110 | email: matrix.eu.info@thermofisher.com
Asia: email: matrix.ap.info@thermofisher.com

web: www.thermo.com/matrix

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Expert Pipette Service

Trusted Service

Certified technicians calibrate and repair all Thermo Scientific pipettes as well as most other pipette brands and models. With more than 20 years of experience manufacturing and servicing pipettes, we offer a broad range of services to fit every need: basic calibrations, preventive maintenance and repair services.

Convenient, Streamlined Process

Specially designed, pre-addressed pipette shipping boxes provide the ultimate in convenience with a single form that allows you to select service options and certify proper decontamination.

Free shipping via FedEx 2Day® service ensures pipettes arrive at our facility quickly, reducing the time away from your lab.

Contact your sales representative or call 1.800.345.0206 to have these pre-paid pipette shipping boxes delivered right to your door.

Accuracy & Precision

- Single channel pipettes are verified on NIST-traceable gravimetric balances at two volumes.
- Multichannel pipettes are verified on NIST-traceable gravimetric balances at high and low volumes using one channel.
- Pipette precision is measured on all channels by spectrophotometric absorbance verification across a microplate or by gravimetric measurement.

Additionally, if you require "as received" performance data or ISO compliant testing protocols, we will gladly provide custom calibration services upon request.



Pipette Service Options

Our experts provide an Accuracy and Precision Certificate with each calibrated pipette. In order to keep instruments at peak performance, a service date reminder sticker is affixed to each pipette.

Basic Calibration Services

Our calibration service combines superior support and fast turnaround time to get your pipette operating at peak performance without delay. Certified technicians inspect and clean the housing exterior of your pipette and replace the seal and O-ring as necessary.

9981 Multichannel Pipette Calibration	\$53.00
9983 Single Channel Pipette Calibration	\$42.00

Preventive Maintenance & Calibration Services

This enhanced service package includes basic calibration, internal and external inspection, cleaning, lubrication and seal replacement, and minor repairs as necessary.

Manual & Hybrid Pipettes

9982 Multichannel Preventive Maintenance & Calibration	\$63.00
9984 Single Channel Preventive Maintenance & Calibration	\$53.00

Electronic Pipette

9996 Multichannel Preventive Maintenance & Calibration	\$105.00
9998 Single Channel Preventive Maintenance & Calibration	\$84.00

Additional Services

9986 Performance Certificate (Performance validation certificate for 'as received' data.)	\$21.00
9987 Battery Performance Report (Thermo Scientific Matrix electronic pipettes only) (Test report to document battery charge performance and expected full aspiration/dispense cycles per charge. Please note: This overnight test adds one day to quoted turnaround time.)	\$5.00

All service includes a six-month warranty on all non-wear repair parts and workmanship.

For convenient, on-site pipette service or customized programs to fit the particular needs of your lab, contact your Liquid Handling Sales Representative or Technical Service today at 1.800.345.0206 or matrix.technicalservice@thermofisher.com.