

## FAQs

### **Do my pipettes need to be decontaminated?**

Yes. Pipettes must be accompanied by a signed Decontamination Declaration Form to confirm they are safe for us to handle. This applies to both mail-in and on-site servicing.

### **What makes of pipette can you service?**

We can service all brands and types of pipettes, but please note that we may not be able to obtain spare parts for some older pipettes. We service single-channels, multi-channels, electronic pipettes, multi-steppers and positive displacement instruments.

### **Do you automatically replace seals and O rings?**

No. During the service we will thoroughly test these components for function and will replace them only if needed. This reduces costs to you.

### **Will you inform me of any expensive repairs needed?**

Yes, we will phone or email you to discuss the best way to proceed.

### **What if my pipette is beyond repair?**

If, in our opinion, a pipette is beyond economical repair or spares are no longer available, we will return it to you with a label detailing the reason it is beyond repair. You will not be charged for any work carried out. If required we can arrange a Trade-In of your pipette for one of our own pipettes at a very attractive discount!

### **Is your measuring equipment traceable to recognised standards?**

Yes. All our balances are regularly calibrated and certified.

### **What accreditations do you have?**

Starlab Germany is an ISO 9001 and 13485 accredited company

#### Mail-In Service

### **What do I need to send with my pipettes?**

We require the following information:

- Service level required
- Purchase order  Full contact details and address
- Completed and signed Pipette Decontamination Declaration Form

The return of your pipettes may be delayed if you not supply all the required information and we need to discuss something with you.

#### On-Site Servicing

### **What facilities do I need to provide for your technicians?**

We will need a minimum of 2 metres of sturdy, vibration free bench space with access to at least one 13A socket. The area should be draft free, and ideally the temperature should be between 19°C and 23°C. We will bring all the equipment needed with us.

### **How many pipettes can you service in one day?**

The minimum number of pipettes required for an on-site clinic is on average, 25 to 35

per day, depending on the service level required. Please contact STARLAB to discuss your on-site requirements.

**What details do I need to provide when booking an on-site clinic?**

We require the following information:

- Approximate dates required
- Exact location of where the clinic will be held (eg building, floor, room no)
- Contact details
- Number and make of pipettes
- Service levels required
- Purchase order
- Full contact details
- Parking details and restrictions

Please note that we must receive your confirmation as soon as possible.

**What if I cannot confirm the exact number of pipettes?**

The minimum number of pipettes for an on-site clinic depends on the service level required (see above), and although there is no maximum number of pipettes, we allocate a time frame based on the information you give us. Should the number of pipettes requiring servicing increase significantly, it may not be possible to service everything during the clinic. In such cases we will either take the remainder away for servicing at our laboratory, or arrange another date to complete the clinic.