

# Pipette Service



## **Maintenance Service**

Affordable, no hidden costs

Prevent problems before they occur

Fast, convenient programs

All brands and models

## **Rainin Pipette Service Plans**

Academic and Unregulated Laboratories

**METTLER TOLEDO**

# Restore Pipettes to Original Condition

## Minimize Out-of-Tolerance Failures

**Reproducibility is at the center of peer-reviewed research, and with regular pipette maintenance and calibration, an important variable can be eliminated. Rainin's Performance Maintenance Plans are specifically designed to help unregulated labs restore and maintain their pipettes to the original manufacturer standards.**

### Affordability

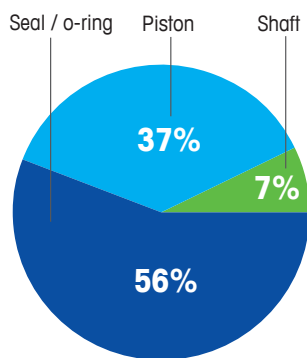
- Free overnight shipping, no minimum order – up to \$120 in savings
- Free shaft, seal and o-ring replacement (if required)<sup>1</sup> – save up to \$30 per pipette
- Minor repairs included

<sup>1</sup> For Rainin and Gilson models.

### Performance

- Rainin Service experts have many years of experience and are routinely tested and recertified
- Every service includes a complete inspection, function check and leak test
- All brands serviced with factory-certified parts

### Sealing system failure rates<sup>2</sup>



### Reduce out-of-tolerance failures

Regularly scheduled preventive maintenance keeps pipettes in peak condition and reduces out-of-tolerance failures.

<sup>2</sup> Data based on a 2011 Rainin study of over 120,000 pipettes serviced.

### Mail-in service



### Fast and free

We minimize downtime by providing postage paid return kits and 48-hour in-lab turnaround.

### On-site service



### Convenient

Rainin OnSite<sup>SM</sup> service is a convenient and cost-effective way to maintain pipette performance and reliability.



## Performance Maintenance Plans

As tools you use everyday, you expect your pipettes to work flawlessly every time. Rainin Performance Maintenance Plans are designed to keep your pipettes operating at peak performance.

		Performance Maintenance	Performance Maintenance Plus
<b>Verification</b>	Verification measurements	○	3 low / 1 high
	Function test	●	●
	Thorough cleaning	●	●
<b>Preventive maintenance</b>	Visual and pressurized leak test	●	●
	Seals replacement (every visit) <sup>1</sup>	●	●
	Shafts and O-rings (if required) <sup>1</sup>	●	●
<b>Repairs and warranty</b>	Minor repairs	●	●
	1-year warranty on parts and labor	●	●
<b>Documentation</b>	Pass/fail report	○	●
	Label with due date	●	●
<b>Shipping</b>	Free ground shipping	●	●
<b>Convenience</b>	On-site or free mail-in service	●	●

### Optional services

DNA decontamination (each)

RNase-off decontamination (each)

Rush service – 24 hour

# About Our Service

## Mail-in service

Order your free pipette return kit by calling Rainin Service at 800 543 4030, or online.

▶ [www.mt.com/rainin-kit](http://www.mt.com/rainin-kit)

## On-site clinics

To find out about an on-site PM clinic near you, contact your Rainin sales representative, call Rainin Customer Support at 800 543 4030 or online.

▶ [www.mt.com/rainin-onsite-service](http://www.mt.com/rainin-onsite-service)

## We're here to help!

Your Rainin Service team is ready and eager to assist with all of your service needs:

- Plan selection and quote
- Troubleshooting
- Organizing on-site clinics
- Ordering spare parts
- Getting technical support

## Contact Rainin Service

800 543 4030, 8 a.m. – 8 p.m. (Eastern Time)

▶ [www.mt.com/rainin-us-service](http://www.mt.com/rainin-us-service)

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For more information

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