# service programme

Socorex instruments are built to last. In order to guarantee trouble free usage over time, a minimum maintenance and regular calibration are strongly recommended. From rapid check-up or basic repair to GLP requirements, the Socorex Service Center - in its ultra-modern facilities - provides fast and reliable service and calibration, based on a long term experience in manufacturing precision liquid handling instruments.



### **Advantages**

- Know-how and high competence
- All brand service for pipettes and dispensers
- Broad programme
- Controls according to ISO 8655 and ISO 17025 standards
- SAS accredited QC laboratory





### **Broad calibration programme**

Whatever the maintenance level needed for micropipettes and dispensers, Socorex has the appropriate answer, including customised service plans when required.

#### **Efficient handling**

The lead time for instruments received at Socorex is three to five working day, or 48 hours using our "Express service".

#### **Service Center on the web**

For more details about our service programme, check: www.socorex.com



### **Personalised technical support**

Highly qualified personnel with a broad product knowledge is at disposal for all technical matters. The team also provides professional answers and solutions about handling, maintenance and control procedures.

### **SCS laboratory**

Accredited by SAS (Swiss Accreditation Services) of the Federal Office of Metrology, the Socorex QC laboratory performs calibrations in full compliance with ISO 17025 and delivers control certificates recognised internationally by ILAC members.

## Examples of ILAC members from signatory countries

Country	Organisation							
Australia	NATA							
Austria	BMWA							
Belgium	BELAC							
Brazil	CGCRE / INMETRO							
Canada	SCC-CLAS							
China	CNAS							
China HK	HKAS							
Croatia	HAA							
Czech Republic	CAI							
Denmark	DANAK							
Finland	FINAS							
France	COFRAC							
Germany	DKD							
Hungary	NAT							
India	NABL							
Indonesia	KAN							
Ireland	INAB							
Italy	SIT							
Japan	IA-JAPAN							
Netherlands	RvA							
Norway	NA							
Poland	PCA							
Portugal	IPAC							
South Africa	SANAS							
Slovenia	SA							
Spain	ENAC							
Sweden	SWEDAC							
Switzerland	SAS							
Turkey	TURKAK							
United Kingdom	UKAS							
USA	NVLAP							
Complete list and details under www ILAC org								

Complete list and details under www.ILAC.org



#### A choice of service levels

#### Check-up

Control, 3x 5 measurements, with detailed certificate before maintenance ("as found").

> Adequate for rapid instrument evaluation.

#### Standard service

Repair, maintenance, control and calibration, 2x4 measurements, with OC certificate.

The cost-effective solution for any liquid handling instrument.

#### **Classic service**

Cleaning and maintenance, control and calibration, 2x 10 measurements with detailed QC certificate.

Recommended as routine check.

#### **Advanced service**

Control, 2x10 measurements, with detailed certificate before maintenance ("as found"). Then cleaning, maintenance and calibration, 2x10 measurements, with detailed QC certificate.

Perfect for instruments used in GLP environments or for validation of critical analytical results.

#### Premium service

Cleaning and maintenance, control and calibration, 3x10 measurements, with detailed QC certificate.

An in-depth check, also including mid-range measurements.

### **Classic SCS service**

Same as above, but with ISO 17025 calibration and SCS accredited certificate.

> Alternative routine check when dealing with ISO 17025 procedures, or when mastering uncertainties is required.

Ultra service
Control, 3x 10 measurements, with detailed certificate before maintenance ("as found"). Then cleaning, maintenance and calibration, 3x10 measurements, with detailed QC certificate.

Ultimate service for GLP environment when analytical results are demanded.

**Ultra SCS service** Same as above with ISO 17025 calibration and SCS accredited certificate.

Ultimate service when dealing with ISO 17025 for GLP environment demanding analytical results.

## **Premium SCS service**

Same as above, but with ISO 17025 calibration and SCS accredited certificate.

A must for laboratories dealing with ISO 17025 procedures, or when mastering uncertainties is required. Available for new instruments as well.

### Service programme

Service levels		Maintenance and control per ISO 8655					Accredited calibration per ISO 17025				
Procedures		Check-up	Standard	Classic	Premium	Advanced	Ultra	Classic SCS	Premium SCS	Ultra SCS	New instruments
Instrument registration		•	•	•	•	•	•	•	•	•	
Gravimetric test before maintenance ("as found")	Min. vol.	5 x				10 x	10 x			10 x	
	Mid. vol.	5 x					10 x <sup>3)</sup>			10 x <sup>3)</sup>	
	Max. vol.	5 x				10 x	10 x			10 x	
Decontamination <sup>1)</sup> , disinfection, disassembling, cleaning			•	•	•	•	•	•	•	•	Accredited certificate to be ordered with instrument
Instrument check-up		•	•	•	•	•	•	•	•	•	
X-ring replacement as needed			•	•	•	•	•	•	•	•	
Other faulty parts replacement as needed			•	•	•	•	•	•	•	•	
Function and tightness check		•	•	•	•	•	•	•	•	•	
Gravimetric test after maintenance per ISO 8655	Min. vol.		4 x <sup>2)</sup>	10 x	10 x	10 x	10 x				
	Mid. vol.		-	-	10 x <sup>3)</sup>	-	10 x <sup>3)</sup>				
	Max. vol.		4 x <sup>2)</sup>	10 x	10 x	10 x	10 x				
Gravimetric test after maintenance per ISO 17025	Min. vol.							10 x	10 x	10 x	10 x
	Mid. vol.							-	10 x <sup>3)</sup>	10 x <sup>3)</sup>	10 x <sup>3)</sup>
	Max. vol.							10 x	10 x	10 x	10 x
Final check and visa		•	•	•	•	•	•	•	•	•	•
QC certificate before maintenance ("as found")		•				•	•			ISO 17025	
QC certificate after calibration ("as left")			•	•	•	•	•				
Accredited certificate per ISO 17025								•	•	•	•
1) On request	2) Five measurements, multichannel below 50ul						3) When applicable				

1) On request

 $^{2)}$  Five measurements, multichannel below  $50\mu L$ 

3) When applicable