

Socorex Service Center 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

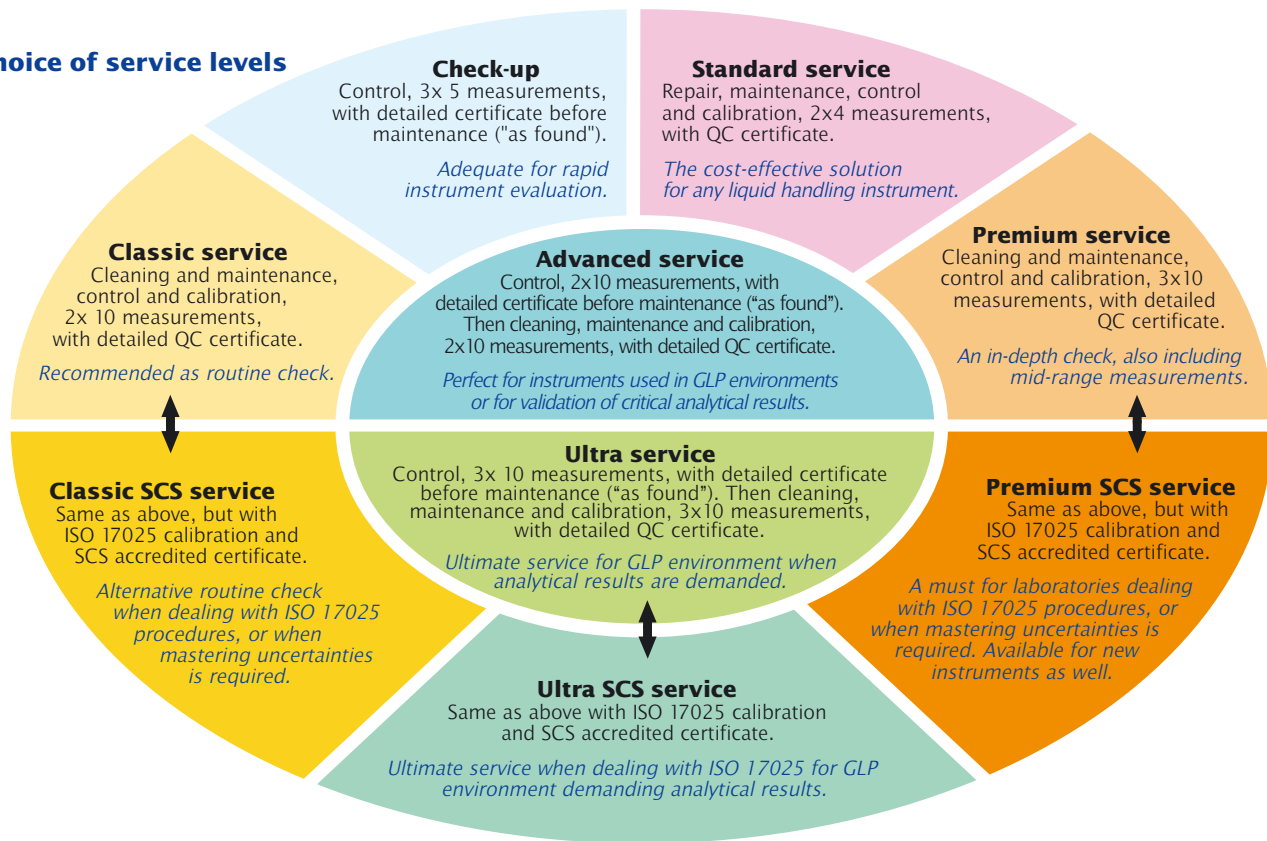
Accredited by SAS (Swiss Accreditation Services) of the Federal Office of Metrology, the Socorex QC laboratory performs calibrations in full compliance with ISO 17025 and delivers control certificates recognised internationally by ILAC members.

Examples of ILAC members from signatory countries

Country	Organisation
Australia	NATA
Austria	BMWA
Belgium	BELAC
Brazil	CCGRE / 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

A choice of service levels



Service programme

Service levels	Maintenance and control per ISO 8655						Accredited calibration per ISO 17025			
	Check-up	Standard	Classic	Premium	Advanced	Ultra	Classic SCS	Premium SCS	Ultra SCS	New instruments
Instrument registration	•	•	•	•	•	•	•	•	•	Accredited certificate to be ordered with instrument
Gravimetric test before maintenance ("as found")	Min. vol.	5 x				10 x	10 x		10 x	
	Mid. vol.	5 x							10 x ³⁾	
	Max. vol.	5 x				10 x	10 x		10 x	
Decontamination ¹⁾ , disinfection, disassembling, cleaning		•	•	•	•	•	•	•	•	
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 ²⁾	10 x	10 x	10 x	10 x			
	Mid. vol.		-	-	10 x ³⁾	-	10 x ³⁾			
	Max. vol.		4 x ²⁾	10 x	10 x	10 x	10 x		10 x	
Gravimetric test after maintenance per ISO 17025	Min. vol.						10 x	10 x	10 x	
	Mid. vol.						-	10 x ³⁾	10 x ³⁾	
	Max. vol.						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 50µL

³⁾ When applicable