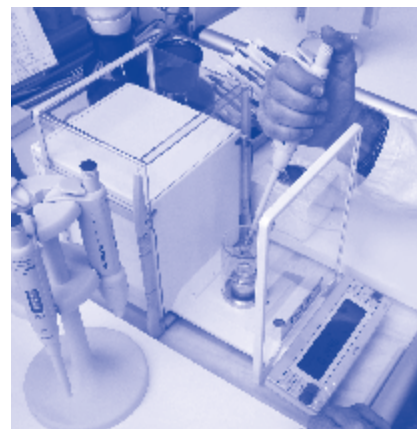


Socorex instruments are built to last. In order to guarantee trouble-free usage over time, a minimum maintenance and regular calibration are strongly recommended.

From 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 longterm experience in manufacturing precision liquid handling instruments.

Advantages

- Know-how and high competence
- All brand service for pipettes and dispensers
- Broad service programme
- Reference measurement procedure: ISO 8655
- SAS accredited calibration laboratory according to ISO 17025



Adjustments and calibrations

Whatever 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 days, 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 staff 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 accredited laboratory

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

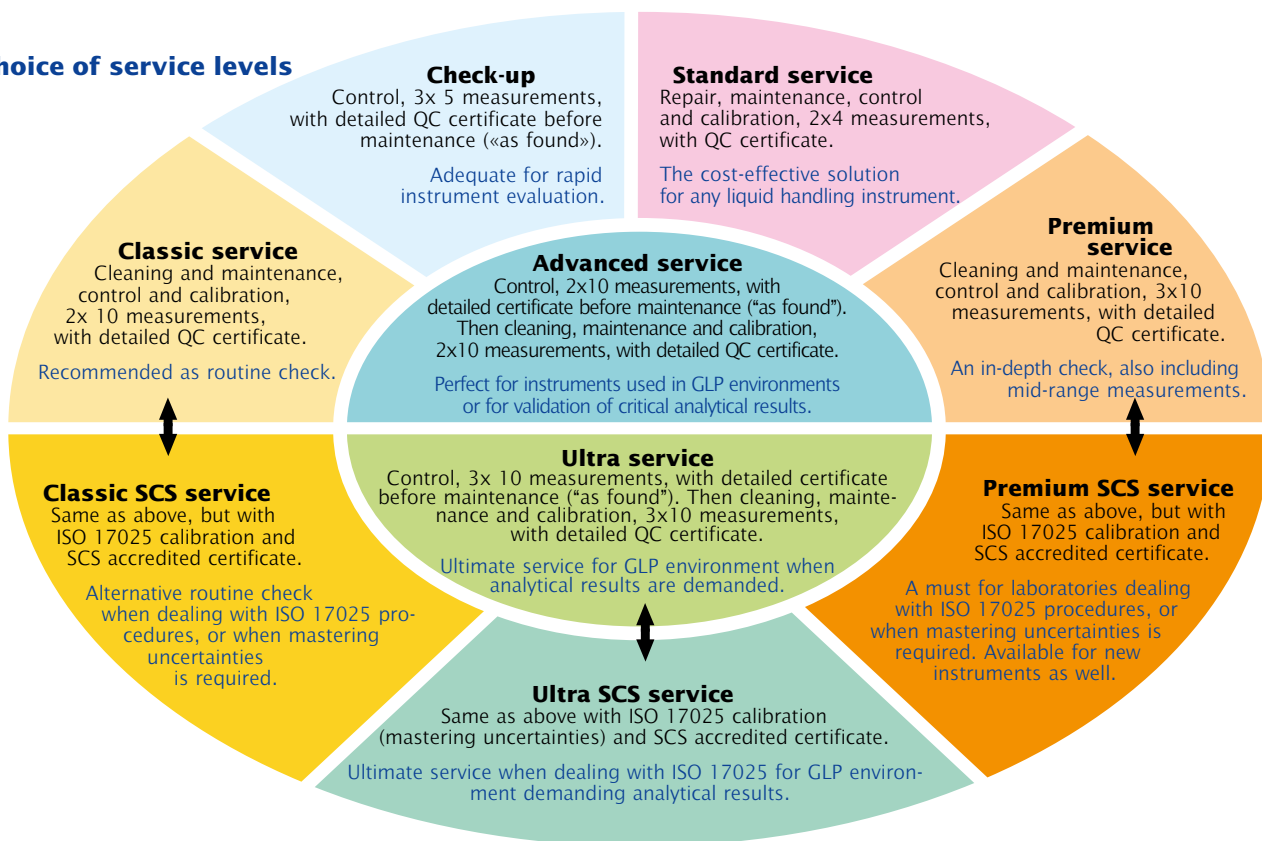


Examples of ILAC members from signatory countries

Country	Organisation
Australia	NATA
Austria	Akkreditierung
Belgium	BELAC
Brazil	CGCRE
Canada	SCC-CLAS
China	CNAS
China HK	HKAS
Czech Republic	CAI
Denmark	DANAK
Finland	FINAS
France	COFRAC
Germany	DAkkS
Hungary	NAH
India	NABL
Indonesia	KAN
Ireland	INAB
Italy	ACCREDIA
Japan	IA-JAPAN
Netherlands	RvA
Norway	NA
Poland	PCA
Portugal	IPAC
Slovenia	SA
South Africa	SANAS
South Korea	KOLAS
Spain	ENAC
Sweden	SWEDAC
Switzerland	SAS
Taiwan	TAF
Turkey	TURKAK
United Kingdom	UKAS
USA	NVLAP

Complete list and details under www.ILAC.org

A choice of service levels



Service programme

Procedures	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
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 ³⁾					10 x ³⁾		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			
Gravimetric test after maintenance per ISO 17025	Min. vol.						10 x	10 x	10 x	
	Mid. vol.						-	10 x ³⁾	10 x ³⁾	10 x ³⁾
	Max. vol.						10 x	10 x	10 x	10 x
Final check and visa		•	•	•	•	•	•	•	•	
QC certificate before maintenance («as found»)		•				•				
QC certificate after calibration («as left»)			•	•	•	•	•	•	•	
Accredited calibration certificate per ISO 17025							•	•	•	•

¹⁾ On request

²⁾ Five measurements, multichannel below 50µL

³⁾ When applicable