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 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.ll AC.org									

Complete list and details under www.ILAC.org

brands

A choice of service levels

Check-up

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

> Adequate for rapid instrument evaluation.

Standard service

Repair, maintenance, control and calibration, 2x4 measurements, with QC 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.

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.

Ultra SCS serviceSame as above with ISO 17025 calibration (mastering uncertainties) and SCS accredited certificate.

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

Service programme

Service levels Procedures		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		•	•	•	•	•	•		•	•	
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						•					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 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	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

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