



 **alpha laboratories**
supplying quality to science


alphalabservice
caring for your pipettes and your science

A Guide to Pipette Service and Calibration

From your Liquid Handling Solutions Partner



Pipette Service for Perfect Performance

The success of your liquid handling application is highly dependent on the quality of the instruments that you use for your science. But just as important is choosing a professional service partner with a consultative approach to solving your service and maintenance needs for ensuring your compliance with regulatory requirements.



Alpha Service is provided in partnership with Sartorius. Recognised specialists from both Alpha Laboratories and Sartorius contribute their knowledge on national and international regulatory committees to drive innovative progress in their fields of expertise. Our combined team of experts will stand by you to provide expert technical advice and ensure the best calibration results for your instruments.

Alpha Laboratories Liquid Handling Solutions are aimed at simplifying the process of choosing the right pipette and tips for your application and needs and ensuring these consistently deliver the highest level of accuracy and precision throughout their lifetime.

- We provide scheduled pipette service and calibration carried out by an ISO 17025 accredited partner
- We offer solutions for regular in-house instrument maintenance and performance checking between each service
- We tailor training programmes designed around ISO 8655 for increased pipetting confidence for your laboratory

Helping You to Choose the Right Service and Calibration

- Workshop or On-site Clinics for both Standard and UKAS Pipette Calibration and Service
- Available for all brands of Single and Multichannel, Electronic and Mechanical Instruments
- Service and Calibration Levels Explained

Security Through Adherence to Standards

- ISO 8655 Gravimetric Method
- ISO 17025 Accredited Testing and Calibration

Clear Guidance for Ongoing Performance Checking

- Solutions for checking pipettes on a regular basis
- Training on how to accurately check your pipettes

Expertise for all Your Training Requirements

- Pipetting Academy Seminars delivered by trained experts
- 8 modules to choose from to suit your laboratory's requirements



Choosing the Right Service and Calibration

As the demand for improved accuracy of your laboratory data steadily rises, it is imperative that measuring instruments consistently deliver precise, reliable and traceable results of the highest quality. This is ensured by calibrating your instruments at regular intervals.

Alpha Service draws on Sartorius' quality calibration expertise, that is internationally recognised, and our scope of knowledge expands beyond our own range of instruments. We directly provide all calibration needs, including other manufacturers' brand equipment.

Alpha Service and Calibration can be carried out by a Sartorius Service Technician at your premises or you can opt to post your pipettes into the dedicated service and calibration laboratory.

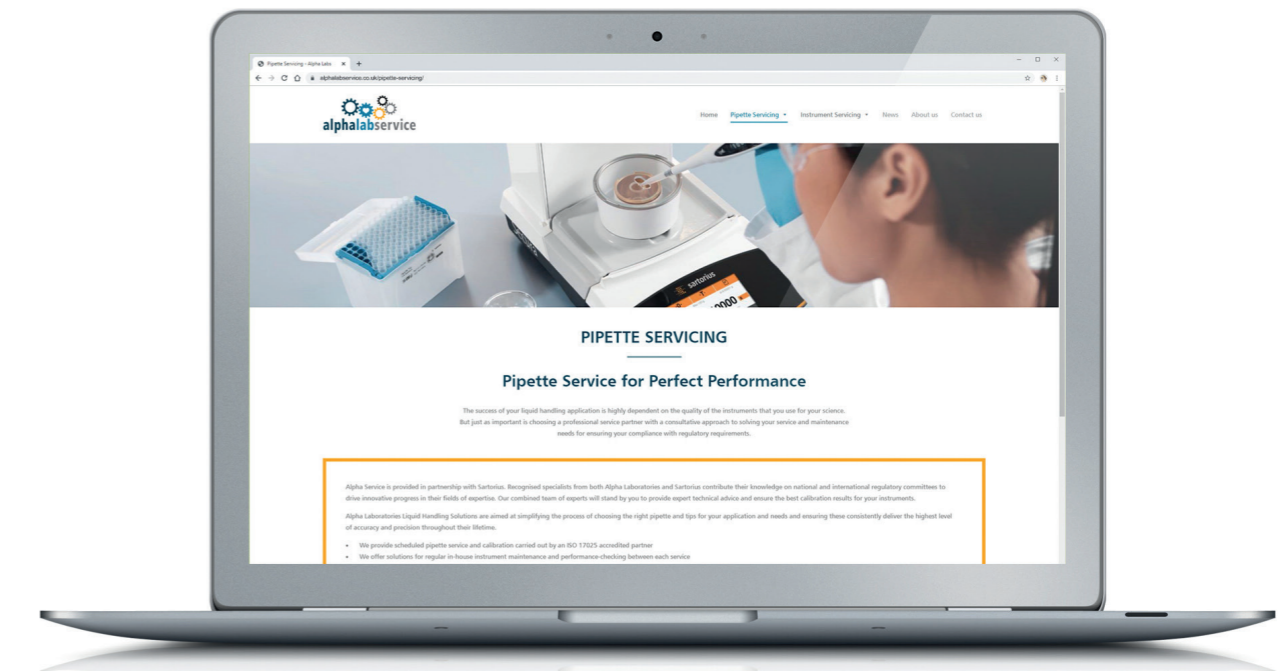
On-site Pipette Service Clinics

- Guarantees the fastest possible turnaround, especially advantageous if you use your pipettes daily
- A dedicated team of specially trained field service technicians are available across the United Kingdom
- All the service technicians carry state of the art calibration equipment employing the latest technologies, including proprietary software that delivers reliable results
- Minimum order value applies - please enquire



Mail-in Service and Calibration Laboratory

- Specially trained service technicians work together to provide expert technical advice and ensure the best calibration results
- Service is carried out in the most advanced calibration laboratory, explicitly designed and built for the purpose of calibration and adjustment
- Proprietary software is used that consistently delivers reliable results



Request Your Personalised Pipette Service Quotation and Find Out More on our Dedicated Website:

www.alphalabservice.co.uk

Service Levels Explained

The work you perform determines which service and calibration level is required for your environment. There are two different service levels to choose from, these are available for both single and multichannel, electronic and mechanical pipettes, as well as dispensers.



All Service and Calibration options include:

- Functionality testing
- Thorough internal and external inspection of parts with replacement of worn parts
- Leak testing and sealing system checks
- Full internal and external cleaning
- Documentation of all tests and work carried out, provided in a full service report

1. Service with Standard Calibration Certificate

The Standard Calibration is recommended for pipettes in general use in the laboratory. It is based on the primary method recommended for pipette calibration, the gravimetric method, as outlined in part 6 of the ISO 8655 Standard. Adherence to this standard ensures a high level of competency and data integrity.

2. Service with UKAS Calibration Certificate

The United Kingdom Accreditation Service (UKAS) is the sole accreditation body recognised by government for the assessment of laboratories that provide test and calibration services, against internationally recognised standards. The internationally recognised standard for the competence of Laboratories is ISO/IEC 17025.

Alpha Laboratories' Pipette Service is delivered in partnership with Sartorius, a fully ISO/IEC 17025 accredited calibration and testing laboratory. UKAS calibration of instruments, carried out by a UKAS accredited service provider, ensures compliance for regulated environments that require full traceability to the ISO/IEC 17025 standard.

Advantages of a UKAS Calibration:

- Recognition of your calibration certificates worldwide by the International Laboratory Accreditation Cooperation (ILAC)
- Guaranteed traceability to your national standards
- Clear presentation of all measured results on the calibration certificate and of the calculated uncertainty of measurement

What is Uncertainty of Measurement?

The uncertainty of measurement provides reliable information about the quality of a measurement result. It indicates the range of values in which the true measured value lies. The lower the uncertainty of measurement, the narrower the range within which the true value lies. Accredited calibration certificates issued by Sartorius state the uncertainty of measurement in an easy-to-understand way and provide confidence in interpreting your measured values.

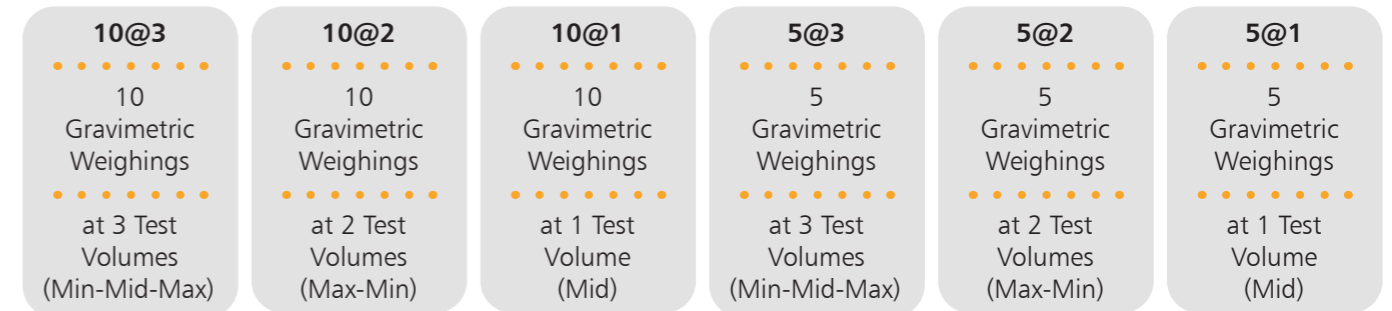
As Found Calibration (Pre-Calibration)

As Found readings or Pre-Calibration readings show how pipettes have performed since their last service and calibration. This is important for GLP or GMP environments as it demonstrates that equipment and instrumentation is being used in accordance with strict procedural and performance criteria between services.

Calibration Levels

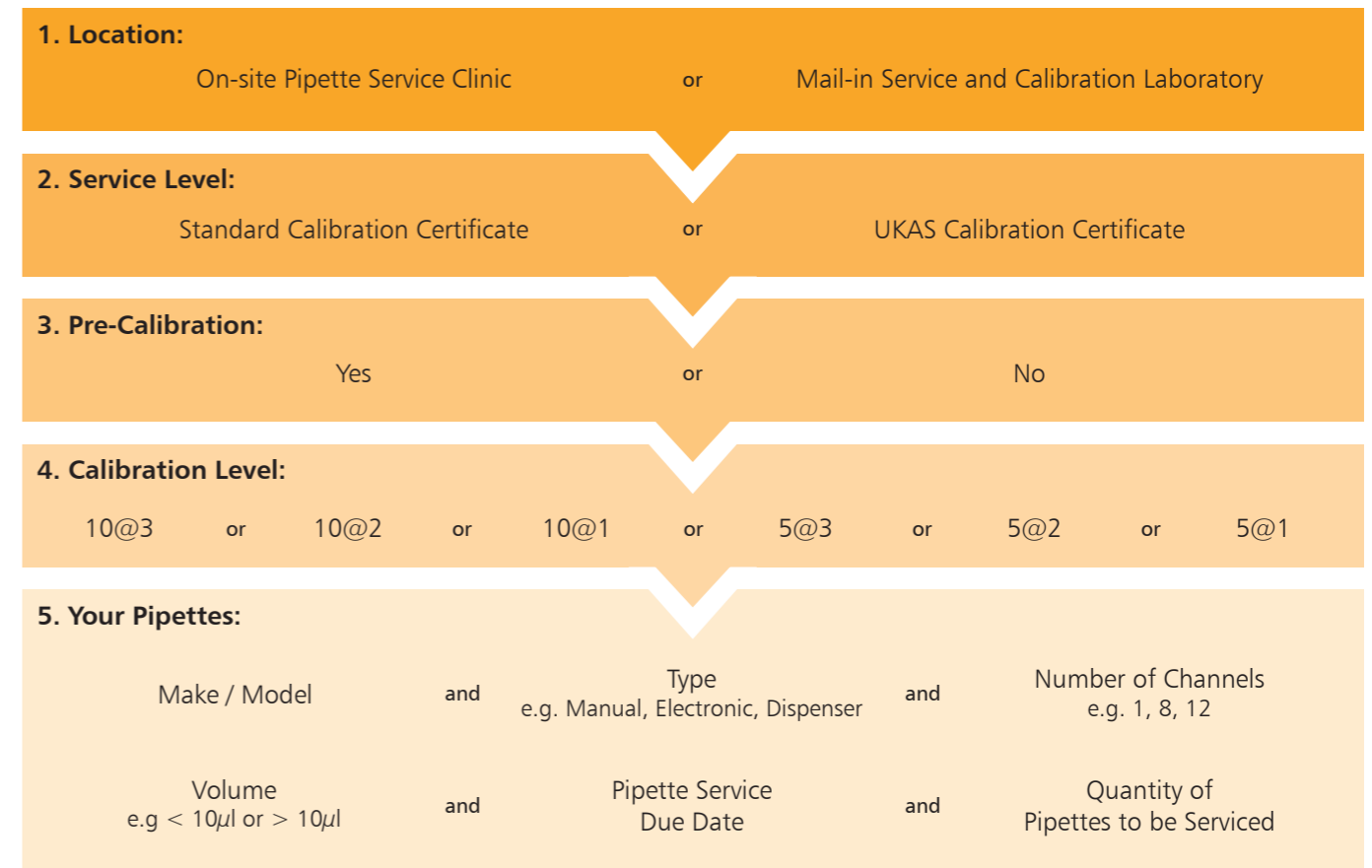
Calibration levels are derived from a number of gravimetric weighings taken at different volumes. For variable volume pipettes it is recommended that weighings be taken at the nominal (maximum) volume, the mid-point (50% of nominal) and the minimum volume (10% of nominal). Weighings can also be taken at the maximum and minimum volumes only, or even at just the mid-point volume. For fixed volume pipettes, weighings can only be taken at the fixed volume.

Alpha Pipette Service offers six different calibration levels for both Standard and UKAS certification:



How to Arrange Your Pipette Service

In order to arrange the service and calibration of your pipettes, please consider your requirements:



Contact us with all the details of your requirements by emailing pipette-service@alphalabs.co.uk and you'll receive a personalised quote from your local Key Account Manager based on the information you've provided.

Training for Optimised Performance

Master Your Performance with the Sartorius Pipetting Academy™ Advanced Seminars delivered by Alpha Laboratories.

Pipetting Academy™ is an ISO 13485 accredited training programme aimed at helping your employees to:

- Gain the pipetting knowledge and skills necessary to master their tasks by meeting quality requirements
- Use liquid handling instruments in an efficient way
- Improve health, safety and performance in the laboratory



A pipette's performance is heavily dependent on the skill and expertise of the operator so incorrect handling can compromise the quality of results and cause repetitive strain injuries.

Pipetting Academy Advanced Seminars offer a comprehensive solution tailored to the requirements of your laboratory.

The following Advanced modules can be combined to create the perfect learning experience for your laboratory:



Benefits of Pipetting Academy

- Seminars are held on-site at your company premises at a time and venue which is convenient to you
- The trainers are Alpha and Sartorius certified specialists with a wealth of experience in liquid handling
- Build your own seminar by choosing only the modules you require
- Participate in hands-on sessions structured around your unique requirements
- Receive module handouts at the end of each Academy
- Receive access to our on-line support site with a wide range of educational videos and presentations to remind you of the essential points of the training
- Each participant will receive a certificate of training for the sessions they attend
- An academy made up of 2 or more modules can be accredited by the Institute of Biomedical Sciences for Continuing Professional Development (CPD). The CPD Creditation Quick Reference Guide provides guidelines on how to apply for this
- Each participant will have a one-to-one session with the trainer during which their pipetting skills will be assessed for accuracy and precision, and they can ask any questions they may have

How to Arrange Your Pipetting Academy Seminar

All you need is a group of 10 or more colleagues who are interested in attending. You can either complete the on-line form at www.alphalabs.co.uk/pipetting-academy

Or contact your local Alpha Laboratories Key Account Manager to discuss your needs and make the arrangements. Find your local Account Manager at www.alphalabs.co.uk/kam

Module I: Advanced Pipetting Techniques

The principles of pipetting and the importance of accuracy and precision per ISO 8655 are discussed. Correct pipetting techniques and factors affecting pipetting results are also covered.



Module II: Pipette Service

This module covers international standards and regulations for pipette calibration. Maintenance, Calibration and Checking are defined and demonstrated.



Module III: Advanced Ergonomics

The importance of good Ergonomics and how this impacts the development of work-related musculoskeletal disorders is discussed. The module ends with stretches and exercises to help relieve tension in the lab.



Module IV: Cell Culture Techniques

Sources of contamination in the lab are examined. Endotoxins, leachables and extractables commonly found in plastic consumables are also highlighted. Good pipetting techniques and good laboratory design are encouraged.



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