



## HIGH QUALITY SERVICE MADE EASY

Never question the integrity of your samples. Our flexible, tiered service level offerings, along with the option for ISO 17025 accredited service, are tailored to fit your lab's needs, and designed to minimize unplanned, costly repairs while increasing the lifespan of your pipettes.

| Pipette Service Details              | Lite   | Pro    | Premium |
|--------------------------------------|--------|--------|---------|
| Visual & Functional Inspection       | ●      | ●      | ●       |
| Internal & External Cleaning         | ●      | ●      | ●       |
| Leak Test                            | ●      | ●      | ●       |
| Gravimetric Check                    | ●      | ●      | ●       |
| Preventative Maintenance*            | ●      | ●      | ●       |
| Re-grease As Needed                  | ●      | ●      | ●       |
| Pipette Label                        | ●      | ●      | ●       |
| Mail-In or Onsite Service Available  | ●      | ●      | ●       |
| Calibration and Detailed Certificate |        | ●      | ●       |
| ISO 17025 Calibration Available      |        | ●      | ●       |
| Lifetime Warranty**                  |        |        | ●       |
| Free Repairs***                      |        |        | ●       |
| Turn Around Time                     | 5 days | 5 days | 3 days  |



Our service plans are flexible based on your specific needs. To customize your pipette service details, visit [gilson.com/services-and-support.html](https://gilson.com/services-and-support.html).

### ISO 17025 ACCREDITED SERVICE

As an accredited ISO 17025 calibration company, Gilson can offer additional reporting on your calibration certificates for maximum traceability, perfect for GLP/GMP compliant labs. We can provide ISO 17025 compliant service both in our dedicated Service Centers as well as on-site in your lab. You can be sure your pipettes maintain their original accuracy, precision, and performance capabilities. ISO 17025 accredited calibration is available on all offers which include the collection of As Found Data.

\* Preventative maintenance includes the replacement of wearable parts such as the seal and/or o-ring based on manufacturer guidelines.  
 \*\* See Terms and Conditions on [gilson.com](https://gilson.com) for Lifetime Warranty details.  
 \*\*\* Free repairs with enrollement in the Lifetime Warranty, see Terms and Conditions on [gilson.com](https://gilson.com).

## Lite

DEPENDABLE PREVENTATIVE MAINTENANCE

### Service Provided

|                                    |   |
|------------------------------------|---|
| Leak Test                          | ✓ |
| Gravimetric check at normal volume | ✓ |

Gilson's Lite service offer is perfect for academic labs.

This service includes the following:

- Preventative maintenance\*
- Visual and functional inspection
- Internal and external cleaning
- Leak test and gravimetric check to ISO 8655 specifications
- Service label and consolidated report
- One-year warranty on parts and labor

\* Basic repairs are an additional cost and completed upon your approval. If more advanced repairs are needed your pipette is eligible to be upgraded Pro service.

## Pro

DEDICATED SERVICE FOR TRUSTED RESULTS

### Data Options

| As Found | As Returned |
|----------|-------------|
| N/A      | 2x2         |
| N/A      | 2x4         |
| 2x4      | 2x4         |
| 3x5      | 3x5         |

Gilson's Pro service offer includes the following:

- Preventative maintenance\*
- Visual and functional inspection
- Internal and external cleaning
- Leak test and calibration
- Calibration label and detailed calibration certificate
- Choose either manufacturer or ISO 8655 specifications
- ISO 17025 accredited calibration certificates are available when you choose a data option that includes As Found
- One-year warranty on parts and labor

\* Basic and advanced repairs are an additional cost and completed upon your approval.

## Premium

A LIFETIME OF PIPETTE PROTECTION

### Data Options

| As Found | As Returned |
|----------|-------------|
| N/A      | 2x2         |
| N/A      | 2x4         |
| 2x4      | 2x4         |
| 3x5      | 3x5         |

Gilson's Premium service provides you with a Lifetime Warranty on your pipette and full coverage for all repairs and incidental damage as long as you continue to get Premium service with Gilson annually. This service includes the following:

- Preventative maintenance\* and ALL repairs are included in the cost of service
- Visual and functional inspection
- Internal and external cleaning
- Leak test and calibration
- Calibration label and detailed calibration certificate
- Choose either manufacturer or ISO 8655 specifications
- ISO 17025 accredited calibration certificates are available when you choose a data option that includes As Found

\* New pipettes can be enrolled in this service plan at no charge. In addition, older pipettes can be enrolled for a one-time fee of \$25, allowing you to take advantage of the same benefits.



Contact us today:

In the United States

Order online: [fishersci.com](http://fishersci.com)

Fax an order: 1-800-926-1166

Call customer service: 1-800-766-7000

