

CalibrateLab

BenchSmart 96 Service Order Form

Tech Support 800 4 Rainin (800 472 4646) RaininService.com

Step 1 Service Plans and Specifications

Product Name	Standard	Advanced	Accredited*
As-found Calibration (volumes x weighings)	n/a	2 x 4	3 x 4
As-returned Calibration (volumes x weighings)	2 x 4	2 x 4	3 x 10
Service Offering	Standard Calibration	Advanced Calibration	Accredited ISO 17025 Calibration
Product Number	30451098	30451099	30451100
Select Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specifications	As-Found	As Returned	
ISO 8655	<input type="checkbox"/>	<input type="checkbox"/>	
Manufacturer	<input type="checkbox"/>	<input type="checkbox"/>	
Custom**	<input type="checkbox"/>	<input type="checkbox"/>	

*Includes Measurement Uncertainty, which is not Included in PASS/FAIL determination.
**Must be supplied with each order and may not exceed the capability of the pipette.

Step 2 Service Interval

Annual 6 Months 3 Months Other _____

Step 3 Optional Service (Additional fees may apply)

Rush Service: 48-hour in-lab turnaround with round-trip UPS overnight shipping.
(call 800 472 4646 to schedule)

Step 4 Decontamination Policy

If your organization maintains a current master service agreement with Mettler-Toledo Rainin, LLC and an acceptable decontamination process is specified within such agreement, no signature is required on this form for certification of decontamination.

I certify that my BenchSmart 96 service part is free of biological, chemical and radiological contaminants.

Signed _____ Date _____

Credit card information will be destroyed after processing.

Step 5 Payment Method

Visa Amex MasterCard Purchase Order (please attach)

Credit Card or PO No. _____

Credit Card Expiration	Your Reference Number (optional)
Month: _____ Year: _____	
Rainin Use Only	Promo Code/Voucher No.

Step 6 Billing

Company	_____
Cardholder Name	_____
Address 1	_____
Address 2	_____
Address 3	_____
City, State, ZIP	_____

Orders without payment information will not be processed.

For current pricing, visit www.mt.com/RaininServicePricing

Expedited Repair: I do NOT need an estimate for repairs under \$500.

Note: We will gladly design a custom plan to meet your unique needs.
For complete Terms & Conditions, visit www.mt.com/BS96TC

Step 7 Shipping

Contact Name	_____
Phone Number	_____
Email	_____

Shipping address same as Billing address

Organization	_____
Address 1	_____
Address 2	_____
Address 3	_____
City, State, ZIP	_____

By submitting this service request I agree to the METTLER TOLEDO standard Terms and Conditions of Sale, which can be accessed of www.mt.com/legal and are incorporated herein by reference. If your organization maintains a current master service agreement with Mettler-Toledo, LLC, the Terms and Conditions of that master agreement will supersede the standard terms and Conditions of Sale as described above and referenced within this pipette calibration order form.

Step 8 Service Centers

7500 Edgewater Drive, Oakland, CA 94621

Standard Turnaround
3-4 days (in house)

Special Instructions: _____

CalibrateLab

Convenient Mail-in Calibration Service

Rainin makes it easy to get fast reliable service and calibration, guaranteed!

- Quick turnaround, with four ISO 17025 accredited service labs across North America
- We service all brands of pipettes – most with manufacturers’ original parts (Eppendorf, Gilson, Thermo Fisher, Sartorius)
- We service all pipettes – single channels, multichannels, Liquidator 96 and BenchSmart 96
- Free shipping – contact Tech Support by email at tech.support@rainin.com or by phone at (800) 543-4030 for instructions

Service Plans

All plans include:

- Full preventive maintenance with nozzle and O-ring replacement
- Liquid leak test on all nozzles
- Adjustment to manufacturer’s tolerances
- Calibration certificates with detailed results
- Calibration label

	Standard Plan	Advanced Plan	Accredited Plan
	Labs with basic service needs Perfect for Academic Research R&D	When prior performance matters Pharma Biotech Clinical research labs	For complete ISO 17025 documentation GLP/GMP, Regulated Labs
Preventive Maintenance	✓	✓	✓
As Found	n/a	4 test weighings @ 10% and 100%	4 test weighings @ 10%, 50% and 100%
As Returned	4 test weighings @ 10% and 100%	4 test weighings @ 10% and 100%	10 test weighings @ 10%, 50% and 100%
Calibration Certificates	Standard Certificate	Standard Certificate	ISO 17025 Certificate