

CUSTOMER LIAISON FORM

CONTRACT REVIEW FOR ACCREDITED CALIBRATIONS

*Please read the following document carefully and fully complete all the required fields. Failure to do so will result in a delay in the calibration of your pipettes. *Please see page 2 of this form for the available scope of calibration**

For compliance to ISO 17025 we need to clearly determine your requirements for every batch of pipettes we calibrate. By doing this you have a clear understanding of what we are doing for you and we have a clear understanding of what you require from us. There are key areas of a UKAS calibration for which we require your signature in order to proceed.

1. ISO17025 states that we are not permitted to adjust your pipette as part of the calibration process without your permission. By *signing below* you are giving Pipette Doctor permission to adjust your pipette if it fails to meet your chosen specifications as part of the calibration process. If adjustment has been made to the pipette, this will be noted on the calibration certificate.
2. Part of our compliance with ISO17025 requires Pipette Doctor to be clear as to what specification you require your pipettes to be calibrated to. By signing below you are agreeing to have your pipettes calibrated to the selections that you have made. For user defined specifications, please ensure a copy of the specification is attached.
3. Please specify if you require "as found" readings prior to service and calibration. *(Please note: including "As Found" readings will have a cost implication. Please call 01372 737101 to discuss pricing options)*
4. According to ISO8655, positive displacement pipette tips need not be changed between aspirations, if you wish to have the tips changed between aspirations please indicate below.
5. Please specify the number of pipette readings you require and how many volumes –5 readings at 2 Volumes (5@2), 10 readings @3 volumes (10@3), 10 readings at 2 volumes (10@2), etc. **(PLEASE NOTE: When a 5@1 or 10@1 calibration is carried out, only mid volume readings will be recorded unless specified otherwise, and by the very nature of the calibration, the linearity of the working range of the pipette is NOT considered)**

(1)

COMPANY NAME: ADDRESS: POST CODE:	CONTACT NAME:
DATE:	SIGNED:

(2)

The pipettes should be calibrated to:	Manufacturer's specification	
	ISO 8655 (Maximum Permissible Errors)	
	User defined specification <i>(please supply)</i>	

(please tick one)

(3)

Should 'as found' readings be taken prior to calibration?	Yes	
	No	

(please tick one)

(4)

Do you require a calibration due date?	Yes	
	No	

(please tick one)

If calibration due date is required, please state period for inclusion on the calibration labels: If this is not specified, none will be includedMonths
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(5)

Do you require tips to be changed between aspirations?	Yes	
	No	

(please tick one)

(6)

Please specify the type of calibration	5@1 Please tick ✓ below * see note 5.	5@2 Please tick ✓ below	5@3 Please tick ✓ below	10@1 Please tick ✓ below* see note 5.	10@2 Please tick ✓ below	10@3 Please tick ✓ below
Single Channel						
Multichannel*						

**multichannel pipettes are calibrated on all channels*

(please tick levels required)

For Sartorius Use Only

Reviewed on behalf of Sartorius Pipette Doctor by.....LP&S Service Quality Manager

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Schedule of Accreditation

issued by

United Kingdom Accreditation Service

2 Pine Trees, Chertsey Lane, Staines-upon-Thames, TW18 3HR, UK

 0698 Accredited to ISO/IEC 17025:2005	Sartorius UK Ltd trading as Pipette Doctor Issue No:017 Issue date: 21 July 2016	
	Longmead Business Centre Blenheim Road Epsom KT19 9QQ	Contact: Richard Gibson-Brown Tel: +44 (0) 1372 737143 Fax: +44 (0) 1372 722151 E-Mail: richard.gibson-brown@sartorius.com Website: http://www.sartorius.com

Calibration performed by the Organisations at the locations specified below

Locations covered by the organisation and their relevant activities

Laboratory locations:

Location details	Activity	Location code
Address Longmead Business Centre Blenheim Road Epsom KT19 9QQ	Local contact Richard Gibson-Brown	Volume Rotational speed Time Temperature

Site activities performed away from the locations listed above:

Location details	Activity	Location code
Any premises. The customers' site or premises must be suitable for the nature of the particular calibrations undertaken and will be the subject of contract review arrangements between the laboratory and the customer.	Contact: Richard Gibson-Brown	Volume Rotational speed Time Temperature

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Sartorius Ltd trading as Pipette Doctor Issue No: 017 Issue date: 21 July 2016	
Calibration performed by the Organisation at the locations specified	

DETAIL OF ACCREDITATION

Measured Quantity Instrument or Gauge	Range	Calibration and Measurement Capability (CMC) Expressed as an Expanded Uncertainty ($k=2$)	Remarks	Location Code
VOLUME of liquids (See Notes 1, 2 and 3)	Nominal value			
	Single Channel Pipettes	0.15 μ L 0.25 μ L 0.40 μ L 0.60 μ L 1.4 μ L 0.003 0 mL 0.008 0 mL 0.020 mL 0.030 mL	Note 1. For water delivered from piston and/or plunger operated volumetric apparatus. Single Channel Pipettes and Multi-Channel Pipettes	Perm
	Multi Channel Pipettes	0.60 μ L 1.0 μ L 1.6 μ L 2.3 μ L 4.3 μ L 0.007 3 mL		
	Single Channel Pipettes	0.30 μ L 0.40 μ L 0.60 μ L 0.80 μ L 1.5 μ L 0.004 0 mL 0.007 0 mL 0.020 mL 0.030 mL	Note 2. Gravimetric method 10 readings or 5 readings Note 3. Users requiring conformity to ISO 8655 should note that this cannot be demonstrated using fewer than 10 readings.	Site
Multi Channel Pipettes	0.60 μ L 1.0 μ L 1.6 μ L 2.3 μ L 4.3 μ L 0.007 3 mL			

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Measured Quantity Instrument or Gauge	Range	Calibration and Measurement Capability (CMC) Expressed as an Expanded Uncertainty ($k=2$)	Remarks	Location Code
ROTATIONAL SPEED Centrifuges	100 rpm to 1000 rpm 1000 rpm to 5000 rpm 5000 rpm to 20000 rpm 20000 rpm to 30000 rpm	2.9 rpm 3.4 rpm 12 rpm 18 rpm		Perm and Site
TEMPERATURE Temperature controlled heat blocks Temperature probes built in to centrifuges	37 °C nominal 0 °C to 10 °C	1.1 °C 2.6 °C	For calibration of <i>Ortho Clinical Diagnostics</i> heat blocks and similar devices.	Perm and Site
TIME Timers	60 s to 900 s	1.3 s		Perm and Site
END				