

# 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 Centrifuge \*Please see page 2 of this form for the available scope of calibration\***

As part of Sartorius UK Limited T/A Pipette Doctors commitment to our customers, and in order to fully comply with the standard ISO 17025 we need to clearly determine your requirements for every batch of centrifuges 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 six key areas of an accredited calibration for which we require your signature in order to proceed.

1. ISO17025 states that we are not permitted to adjust your centrifuge as part of the calibration process without your permission. By signing below you are giving Sartorius UK Limited T/A Pipette Doctor permission to adjust your centrifuge if it fails to meet your chosen specifications as part of the calibration process. If adjustment has been made to the centrifuge, this will be noted on the calibration certificate.
2. Part of our compliance with ISO17025 requires Sartorius UK Limited T/A Pipette Doctor to be clear as to what specification you require your centrifuge to be calibrated to. By signing below you are authorising Sartorius UK Limited T/A Pipette Doctor to calibrate your Centrifuge according to the specifications detailed below
3. Our standard calibration includes an 'As Found' calibration.
4. Please specify if you require a "calibration due" date recorded on the calibration label affixed to the pipette (Please note that if you do not specify one, then none shall be recorded.)
5. Centrifuge calibrations are carried out at a lower limit of 1000RPM, and the upper limit according to the rating of the rotor installed. We offer a two point calibration as our default, but an optional mid-point calibration is also available on request. Temperature calibrations are carried out at a displayed reading of 4°C, which will demonstrate the functionality of the temperature system, but will not necessarily demonstrate the effects of this functionality on samples under test in normal operation. Our default time settings are 120s and 300s

COMPANY NAME:	CONTACT NAME:
ADDRESS:	
DATE:	SIGNED:

The centrifuges should be calibrated to the values specified	Lower Limit		
	Mid Point (if required) *		
	Upper Limit		
	Temperature Calibration *		4 degrees C
	Time	lower	upper

'As Found' readings are taken as part of a standard calibration

Do you require a calibration due date?	Yes	
	No	

If calibration due date is required, please state period for inclusion on the calibration labels:	.....Months
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- \* Temperature calibration is only possible where the centrifuge is a refrigerated model

**For Sartorius Use Only**

Reviewed on behalf of Sartorius UK Limited by.....(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	<b>Sartorius UK Ltd trading as Pipette Doctor</b> 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
<b>Address</b> Longmead Business Centre Blenheim Road Epsom KT19 9QQ	<b>Local contact</b> Richard Gibson-Brown	Volume Rotational speed Time Temperature
		Perm

##### 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.	<b>Contact:</b> Richard Gibson-Brown	Volume Rotational speed Time Temperature
		Site

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 <p>0698 Accredited to ISO/IEC 17025:2005</p>	<p align="center"><b>Schedule of Accreditation</b> issued by <b>United Kingdom Accreditation Service</b> 2 Pine Trees, Chertsey Lane, Staines-upon-Thames, TW18 3HR, UK</p>
	<p align="center"><b>Sartorius Ltd trading as Pipette Doctor</b> <b>Issue No: 017 Issue date: 21 July 2016</b></p>
<p align="center">Calibration performed by the Organisation at the locations specified</p>	

### 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 0.2 µL to 10.0 µL 10.0 µL to 20.0 µL 20.0 µL to 100 µL 100 µL to 200 µL 200 µL to 500 µL 0.5 mL to 1 mL 1 mL to 2 mL 2 mL to 5 mL 5 mL to 10 mL	0.15 µL 0.25 µL 0.40 µL 0.60 µL 1.4 µL 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	Pern
	Multi Channel Pipettes 0.5 µL to 10 µL 10.0 µL to 20.0 µL 20.0 µL to 100 µL 100 µL to 200 µL 200 µL to 500 µL 0.5 mL to 1.2 mL	0.60 µL 1.0 µL 1.6 µL 2.3 µL 4.3 µL 0.007 3 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.	
	Single Channel Pipettes 0.2 µL to 10.0 µL 10.0 µL to 20.0 µL 20.0 µL to 100 µL 100 µL to 200 µL 200 µL to 500 µL 0.5 mL to 1 mL 1 mL to 2 mL 2 mL to 5 mL 5 mL to 10 mL	0.30 µL 0.40 µL 0.60 µL 0.80 µL 1.5 µL 0.004 0 mL 0.007 0 mL 0.020 mL 0.030 mL		Site
	Multi Channel Pipettes 0.5 µL to 10 µL 10.0 µL to 20.0 µL 20.0 µL to 100 µL 100 µL to 200 µL 200 µL to 500 µL 0.5 mL to 1.2 mL	0.60 µL 1.0 µL 1.6 µL 2.3 µL 4.3 µL 0.007 3 mL		

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Calibration performed by the Organisation at the locations specified				
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 Ortho Clinical Diagnostics heat blocks and similar devices.	Perm and Site
TIME  Timers	60 s to 900 s	1.3 s		Perm and Site
END				