

# Pipette Maintenance for Bionow Premium Members

## About STARLAB

The STARLAB Group specialises in the field of Liquid Handling Technology. STARLAB's success is founded on its expertise in automated injection moulding processes for the manufacture of high quality laboratory consumables. STARLAB manufactured products are in daily use in laboratories throughout the world and have proven track record of performance and reliability.

STARLAB's UK portfolio includes an extensive range of pipette tips and other consumables, as well as a successful Pipette Calibration and Repair Service. Our team of fully-trained technicians can service **All brands of pipette**. We calibrate each pipette to the manufacturer's specification, testing each and every channel to ensure accuracy to the last drop.....

### An Accredited Organisation

STARLAB UK is an ISO 9001 accredited company. Customers can be sure of a high quality service, from order through delivery to after sales care.

STARLAB was one of the first UK companies within its sector to be awarded ISO 14001 for environmental management. This accreditation is not only for the recycling service we offer our customers, but also covers our internal environmental procedures on a day-to-day basis, such as reducing, reusing, and recycling resources wherever possible. We like to practice what we preach and our green office and warehouse policy mirrors the 'REUSE! RECYCLE! Philosophy of our TipOne Pipette Tip System.

## Services offered by STARLAB

### We Offer:

- Discounted prices
- Calibration, servicing and repair of all single-channels, multi-channels, electronic, repeaters and pipette controllers
- Three standard service levels
- A full report on every pipette
- Certificates can be supplied as hard copy or on CD
- Fast turn-around mail-in service
- On-Site Servicing
- No hidden charges - we will notify you if major parts need replacing - no surprise invoices

## Want to find out more?

To find out more about pipette maintenance from STARLAB please contact Jamal on 07764 242450 or email [jamal@starlab.co.uk](mailto:jamal@starlab.co.uk) Jamal will be happy to discuss your requirements and answer any questions, or arrange a meeting at a convenient time to yourselves.

If you are already a subscribing Bionow Premium Member, remember to mention the code **BIONOW PREMIUM** when you contact Jamal

Alternatively for more information about Bionow or to request a cost benefit analysis please contact Diane Cresswell at Bionow on 07766 991932 or [diane.cresswell@bionow.co.uk](mailto:diane.cresswell@bionow.co.uk)

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## Bionow Premium Members offer

### Mail Service

- Convenient service, as and when you need it
- Free, postage-paid mail-in bags
- Quick turn-around
- Free, secure return postage via courier

### On-site Service

- Let us come to you to ensure the minimum pipette down-time for end-users
- A minimum of only 25 pipettes is required
- Convenient for when the whole lab's pipettes need servicing
- Can be tailored to suit individual requirements
- Pre and post-clinic consultations ensure the smooth running of the service

### 1-STAR Service

- Pipette is dismantled, cleaned inside & out and inspected
- Any parts that need replacing are replaced prior to calibration
- Pipette calibration: A four reading accuracy and precision check, normally at 50% of the nominal volume setting
- Caltech Certificate of Calibration specifying the results, details of the work carried out and any replacement parts fitted

### 2-STAR Service

- Pipette is dismantled, cleaned inside & out and inspected
- Any parts that need replacing are replaced prior to calibration
- Pipette calibration: Three readings are taken at each point, for both % accuracy and precision (%CV), at the minimum and maximum volumes specified by the manufacturer
- Caltech Certificate of Calibration specifying the results, details of the work carried out and any replacement parts fitted

### 3-STAR Service

- Pipette is dismantled, cleaned inside & out and inspected
- Any parts that need replacing are replaced prior to calibration
- Pipette calibration: Four readings are taken at each point, for both % accuracy and precision (%CV), at the minimum, middle and maximum volumes specified by the manufacturer
- Caltech Certificate of Calibration specifying the results, details of the work carried out and any replacement parts fitted

\*BESPOKE SERVICING: Customer servicing to your exact requirements is also available.