

# Service and Calibration

## Factory-authorized repair and calibration services

All HTL products are designed and operate according to the ISO 8655 standard. Each pipettor is calibrated and supplied with a unique individual certificate of accuracy and precision. This confirms that it meets the standard.

### Calibration and pipettor service

HTL liquid handling products are very precise measurement devices and may be affected by a range of unnoticed and unintended interactions, even under ideal laboratory conditions. It is strongly recommended for laboratory equipment to be inspected and maintained at least once a year by an authorized service provider. This will ensure its correct and precise operation during the lifespan of the product. Corning HTL offers services including maintenance, calibration and repairs. These services are available for a wide range of HTL products.

Procedure\Service	Basic Calibration	Advanced Calibration	Repair	Additional Description of the Procedure
Preliminary assessment of the product	+	+	+	Mechanical work, leaks
Cleaning, decontamination	+	+	+	The customer is obliged to provide a Decontamination Form with the product
Disassembly and checking	+	+	+	Evaluation of wear to parts
Replacement of sealing parts	*	+	+	Replacement of worn parts*
Lubrication of parts	+	+	+	Cleansing and lubrication of the piston surface
Replacement of damaged parts	-	-	+	Based on evaluation
As found test	-	-	+	Examination of pipettor as received
Pipettor modernization	*	*	*	Installation of the most up-to-date parts*
2-point calibration	+	-	+	Gravimetric test based on ISO 8655
3-point calibration	-	+	*	Gravimetric test according to ISO 8655/ISO 17025 (two calibration levels available)*

\*If required/requested by the user.

**NOTE:** Corning HTL SA reserves the right to change the range of services without prior notice.

### Pipettor maintenance

HTL pipettors are designed to the highest standard. To ensure hassle-free maintenance, each pipettor is supplied with a set of accessories including a calibration key and a piston lubricant. All necessary maintenance instructions can be found in the User Manuals for each product. For more detailed information, visit: [www.htl.com.pl](http://www.htl.com.pl).