

# Manual Liquid Handling

## Pipette Service Options



Service That is Second to None.

[service@mandel.ca](mailto:service@mandel.ca)







## Personalized Service Agreements

Mandel offers four levels of custom service: Gold, Gold Plus, Platinum and Platinum Plus.

All services include thorough cleaning, inspection of all parts, complete evaluation of pipette function and integrity, calibration and a one-year warranty. In addition, Platinum service includes a Certificate of Calibration.

Our standard certification is 2 volumes, 5 samples at each volume. We can customize to suit your needs (including but not limited to: 2 volumes, 10 samples or 3 volumes, 5 samples). Copies of the NIST traceable certificates for all measuring and monitoring equipment are available upon request.

If you are unsure which level of service to request, please call your Mandel service representative.

*Over 15,000 customers are currently covered under a service agreement with Mandel. Call us to find out if your institution is covered or to set up a new personalized Service Agreement.*

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*Mandel offers **FREE** personalized pipette seminars. These seminars provide valuable information on proper pipetting techniques, inspection and preventative maintenance. Contact your local sales representative for more details*

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Please contact us for your personalized service agreement

**GOLD****\$43.<sup>45</sup>**

Includes cleaning, service, calibration and a one-year warranty.  
**Parts extra.\***

**GOLD PLUS****\$73.<sup>45</sup> ALL INCLUSIVE**

Includes cleaning, service, calibration, a one-year warranty and **all parts**.

\* As a minimum, the seal and o-ring will be replaced to guarantee a one year warranty.  
Prices based on 100 pipettes per year.

**PLATINUM****\$47.<sup>45</sup>**

Includes cleaning, service, calibration, certificate of calibration and a one-year warranty. **Parts extra.\***

**PLATINUM PLUS****\$76.<sup>45</sup> ALL INCLUSIVE**

Includes cleaning, service, calibration, certificate of calibration, a one-year warranty and **all parts**.

\* As a minimum, the seal and o-ring will be replaced to guarantee a one year warranty.  
Prices based on 100 pipettes per year.

*For more information on Pipette Service Agreements please contact a Manual Liquid Handling Service Representative:*

**Mandel Scientific Company Inc.**  
**2 Admiral Place, Guelph, ON N1G 4N4**  
**Toll Free: 888-883-3636 ext. 286 Fax: 519-763-2005**  
**www.mandel.ca**

## On-Site Pipette Clinics

Mandel offers calibration and certification services in your lab.

Both services include thorough cleaning, inspection of all parts, repair and replacement of all necessary parts. A complete evaluation of pipette function and integrity, calibration and/or certification and a one-year warranty are also included. Loaner pipettes are provided for your convenience.

Our Gilson certified technicians can visit your site to perform either of these services for your Gilson pipettes.

Certain minimums apply. Please contact us for information and pricing.

## Dare To Compare!

Here are some more great reasons to choose Mandel, the only Canadian Gilson-authorized Service and Certification Centre.

### Comparison Chart

Service Features	Company			
	Mandel	A	B	C
All-inclusive pre-purchased service coupons	x			
Return shipping included to anywhere across Canada	x			
Gilson trained and authorized technicians	x			
Genuine Gilson parts (& tips) for greater accuracy	x			
Free on-site inspection and preventative maintenance seminars	x			
On-site service and calibration across Canada	x			
<b>One-year warranty</b>	x	x		
Personalized service agreements	x		x	
100% Canadian owned and operated	x			x
Cleaning and polishing to "like new" condition	x			x

### Please contact us for volume discounts

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## Pre-Purchased Service and Certification Coupons

SAVE TIME - Simply include a pre-purchased coupon with each pipette you send in for service and certification. There is no need for a separate purchase order with every pipette. No time is wasted waiting for estimates or purchase order numbers.

### Each coupon includes:

- Cleaning and polishing.
- Inspection of all parts.
- Repair and replacement of all necessary parts (minimum- o-ring and seal) with genuine Gilson parts.
- Testing - complete evaluation of pipette function and integrity.
- Calibration - in an environmentally controlled facility.
- Certificate of Calibration and sticker provided with each pipette.
- Service and certification carried out by trained and certified technicians.
- Return shipping cost to any location in Canada.
- One-year warranty.
- 3-day in-house turn around.



### Coupon Discount Schedule

1 to 4 sets	List Price
5 to 9 sets	Less 5%
10 to 49 sets	Less 10%
50 or more	Less 15%

Cat. No.	Description	Price
RES-5000-100	Set of 6 coupons for the service and certification of Pipetman or Microman.	\$519.00
RES-5000-333	Set of 3 coupons for the service and certification of Pipetman or Microman.	310.00

All parts included.

**For over 30 years, Mandel Scientific has been the only factory-authorized Canadian Service and Certification Centre for Gilson Pipetman®, Microman® and Distriman®**

For more information on Pipette Coupons please contact a Manual Liquid Handling Service Representative:

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# Gilson Service and Certification Centre



## ***WE GUARANTEE***

***We can repair ANY model of Gilson Pipetman<sup>®</sup>, Microman<sup>®</sup> or Distriman<sup>®</sup> pipette, or we will give you 30% off your purchase of a new Gilson pipette.***

*For more information on Pipette Services please contact a  
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