

INTEGRA

Choose the right service for your MINI 96 pipette

INTEGRA strongly recommends annual preventative maintenance & calibration of the **MINI 96** pipette.

Maintenance by qualified INTEGRA technicians ensures:

- Optimal pipetting accuracy and precision
- Confidence for on-demand use of the system
- Long device lifetime



Depending on your needs, choose between two on-site service options for this instrument:

BASIC Preventative Maintenance

The BASIC program comprises annual maintenance and calibration of the instrument in your laboratory. The advantage is that calibration takes place under the actual prevailing conditions and there is no downtime due to shipping.

PLATINUM Preventative Maintenance

The PLATINUM program includes the same annual maintenance service as the BASIC program. Additionally, subscribers to the PLATINUM program benefit from a truly worry-free package that covers **all repair costs** during the year and guarantees you a working unit within **48 hours**.

SERVICE CONTENTS	BASIC	PLATINUM
Preventative maintenance of one instrument Operational and safety functions test, mechanical and electrical parts check, inspection for wear	✓	✓
Validation and calibration of one instrument Inspection for exterior damage, leak test of all channels, calibration	✓	✓
Maintenance and calibration sticker for instrument	✓	✓
Maintenance documentation and calibration certificate	✓	✓
Firmware update if available and requested	✓	✓
Parts and labor for repairs and exchange of worn parts on instrument included	-	✓
Loaner equipment during repair, if needed	-	✓
Availability of a working unit within 2 working days (48 hours) by repair or loaner 48 h begins after confirmation of the case by INTEGRA*	-	✓
One year warranty applied from date of contract, including material and labor for repairs	-	✓

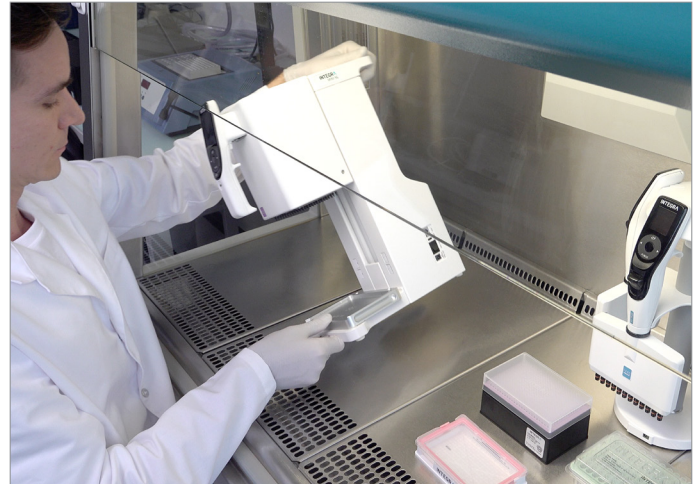
*Loaner instruments will be shipped to Canadian customers within 48 hours but delivery time cannot be guaranteed.

Order information on-site service

DESCRIPTION	Part Number	
	BASIC	PLATINUM
MINI 96 Preventative Maintenance and Calibration	999172	999173

Please note:

- Instruments must be new or in full working condition before entering a PLATINUM contract.
- Instruments that fail calibration need to be refurbished at INTEGRA according to scope, as described below.
- The warranty provided by the Platinum program only covers normal usage repairs. Any user error, pipetting of aggressive substances such as solvents, or environmental conditions that result in the need for repair will not be covered.



Send-in service

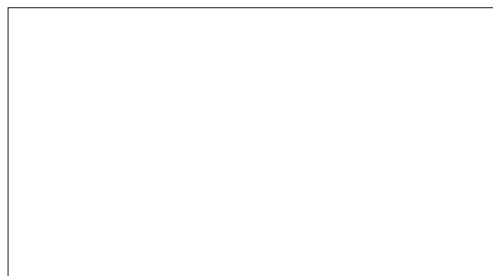
Alternatively, you can send your instrument to INTEGRA in its original packaging where it will be serviced in our climate-controlled laboratory. Send-in service does not include preventative maintenance of the instrument.

SERVICE CONTENTS	CALIBRATION	REFURBISHMENT
Visual inspection for external damage	✓	✓
Change of external O-rings, where applicable	✓	✓
Leak test of all channels	✓	✓
Calibration with certificate	✓	✓
Complete disassembly and reassembly of pipetting mechanism	-	✓
Cleaning in ultrasonic bath with disinfection solution	-	✓
Replacement of worn parts and regreasing of all moving parts on the pipetting mechanism	-	✓
Option: as-found	Available	Available
Validation of performance before servicing, offering traceability.		
Recommended service frequency	1x per year	Upon calibration failure

Please note:

- Defective MINI 96s must undergo refurbishment
- The processing time for calibration and refurbishment is a maximum of five working days from the date of receipt.

DESCRIPTION	Part Number		
	CALIBRATION	REFURBISHMENT	AS-FOUND AND REFURBISHMENT
MINI 96	999174	999175	999176



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