

Statement of Refurbished 96 or 384 Channel VIAFLO Pipetting Head

By choosing a refurbished 96, or 384 channel pipetting head, you actively extend the product's lifecycle and contribute to a more sustainable world. Our structured refurbishment process and the upgrade to GRIPTIPS EF give these heads a high-performance second life, conserving resources without compromising quality. At INTEGRA, we are committed to innovative, resource-efficient solutions—and together with our customers, we reduce waste while maintaining the assurance of a full, new-product warranty.

GRIPTIP EF and Fitting EF Benefits

All refurbished pipetting heads are upgraded with the new Fitting EF. In combination with GRIPTIP EF, this provides several important advantages:

- **Full compatibility** with the AUTO rack and base for less plastic use and waste
- **Reduced tip loading and ejection forces**, resulting in less mechanical strain on the instrument and smoother daily operation.

Refurbishment Process for 96 and 384 Channel VIAFLO Pipetting Heads – Process Overview

Each refurbished pipetting head starts as a used pipetting head which is collected by a professional INTEGRA Biosciences representative and sent back to the manufacturing plant for refurbishment.

Incoming Goods Inspection

- Verification that the pipetting head meets the defined eligibility criteria for refurbishment, including confirmation that only the latest version of VIAFLO 96 and VIAFLO 384 pipetting heads is accepted into the refurbishment program.
- Place of origin is predefined/preselected: only heads previously used in laboratories up to and including Biosafety Level 2 (BSL-2) are accepted.

Disassembly & Visual Inspection

- The pipetting head is carefully taken apart down to its individual components to ensure every detail is thoroughly assessed.
- Each internal part is inspected for wear or damage—this guarantees that even hidden issues are detected and resolved before reassembly.

Decontamination & Cleaning

- A validated decontamination procedure brings the pipetting head back to the same level as a brand-new unit, ensuring safe and hygienic operation. Inspection for mechanical damage and wear of internal parts.
- Any components deemed suitable for reuse undergo a validated hypersonic water bath treatment using disinfecting agents, designed to effectively remove biological and chemical residues prior to reassembly.
- Every component undergoes meticulous manual and machine cleaning for a spotless, laboratory-ready finish.
- Components that do not meet strict technical, quality, or cleanliness criteria are excluded and replaced.

Replacement of Wear and Tear Parts

- All wear parts—including fittings, and other critical components—are replaced to restore optimal performance and reliability.
- The head is upgraded with Fittings EF, ensuring the benefits mentioned previously.

Reassembly & Calibration

- Experienced technicians reassemble the head with precision, ensuring perfect alignment and fit of every component.
- A full functional test and calibration—performed to the same standards as for brand-new heads—ensures your refurbished unit delivers accuracy you can trust

Quality Approval

- Our Quality Assurance team performs a documented final inspection, confirming the head meets all INTEGRA performance and safety requirements
- Your refurbished head is returned with the standard INTEGRA calibration certificate which every new head also receives, providing full transparency and confidence in its performance.

Warranty Conditions

- Warranty period: 12 months from the date of purchase. Use in accordance with the current operating instructions and manufacturer guidelines is a prerequisite for the warranty. Please refer to the operating instructions and manufacturer guidelines for all relevant information on proper use
- Our service team is happy to assist you with questions, clarifications, complaints, or repair requests and will support you promptly with your concerns.

Signature

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