

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



Choose between three on-site service options to suit your laboratory and workflow needs:

BASIC LIGHT Preventative Maintenance	BASIC Preventative Maintenance & Calibration	PLATINUM Preventative Maintenance & Calibration
The BASIC LIGHT program includes an annual equipment check, leak test and pass/fail validation, ensuring your instrument's basic functionality. It does not provide detailed performance data, unlike our higher-tier programs. This budget friendly option keeps your equipment in working condition, without the comprehensive services of our BASIC and PLATINUM programs.	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.	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 LIGHT	BASIC	PLATINUM
Preventative maintenance of a device, incl. small wear parts Operational and safety functions test, mechanical and electrical parts check, inspection for wear	✓	✓	✓
Leak test and function check with gravimetric readings with pass/fail results	✓	✓	✓
Maintenance documentation and maintenance sticker for the device	✓	✓	✓
Firmware update if available and requested	✓	✓	✓
Priority scheduling for completion of service	-	✓	✓
Validation and calibration of device	-	✓	✓
Calibration certificate and calibration sticker for the device	-	✓	✓
Instrument refurbishment included, if required	-	-	✓
Material and labor time for repairs and replacement of worn parts included	-	-	✓
Loan unit during repair*, if necessary	-	-	✓
Availability of a functioning device within 48 hours through repair or loaner device	-	-	✓
One year warranty from date of contract, including material and labor for repairs	-	-	✓

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

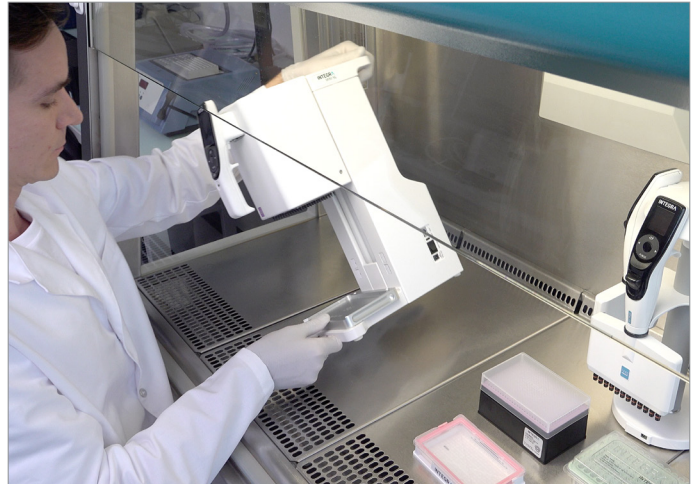
Ordering information for on-site services

Description	Part number		
	BASIC LIGHT	BASIC	PLATINUM
MINI 96 preventative maintenance and calibration*	999332	999172	999173

*Calibration not included with BASIC LIGHT service

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

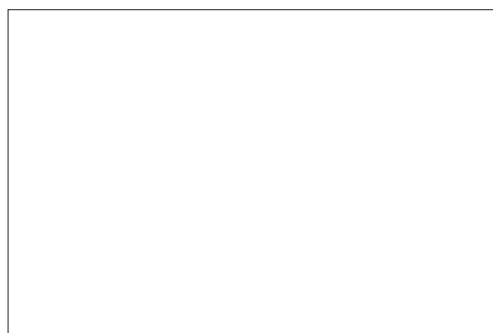
Alternatively, you can send your instrument to INTEGRA in its original packaging, where it will be serviced in our climate-controlled laboratory. Send-in service does not include preventative maintenance of the instrument.

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 of 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:

- MINI 96 pipettes that fail calibration or functional inspection 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



Contact us:

