

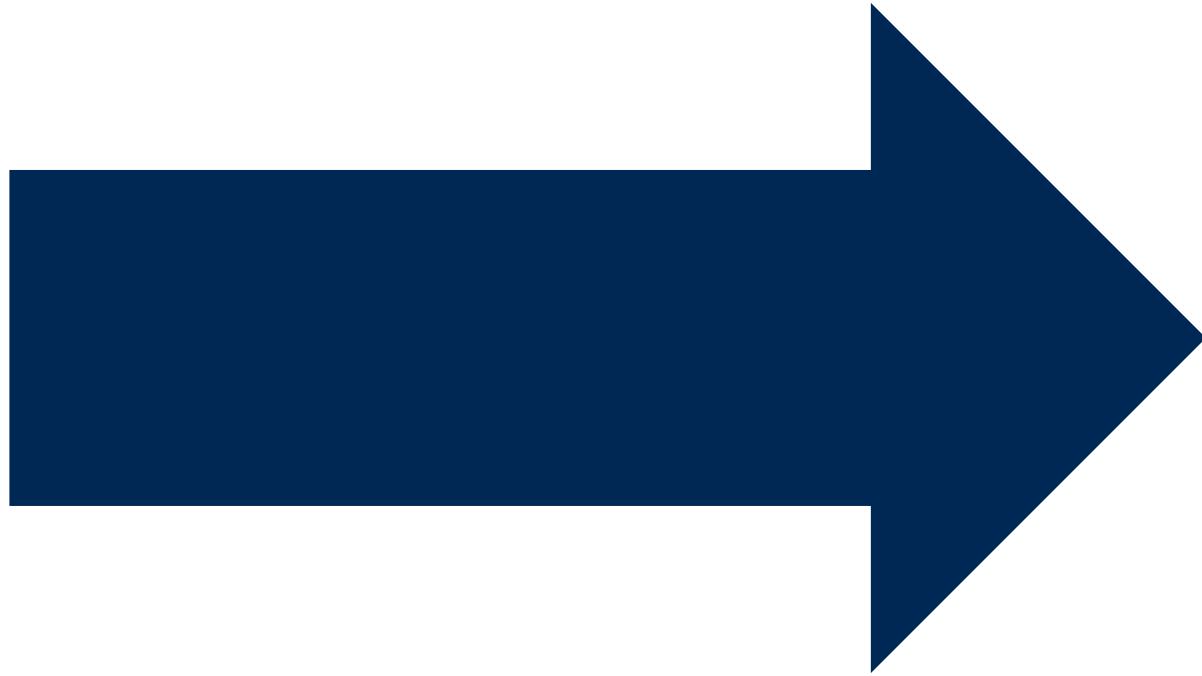


**UCDAVIS**

Supply Chain Management

# UC Davis / Rainin Pipette Service Program

# A Pipette: What is it?



# A Pipette: What is it?

- Handheld Liquid Handling Instrument
- Transfer accurate/defined quantities of Liquid/Fluid
- .1uL – 20mL
- Research/Clinical/Forensics/BioTech/Drug Discovery/Food
- UC Davis pipette count: 4,500+

# Pipette Servicing

## ▶ Important to service

- ✓ Keep pipette accurate
- ✓ Avoid failed experiments
- ✓ Costly (time, money, reputation)

## ▶ Service interval

- ✓ Annually
- ✓ Semi-annually
- ✓ Quarterly

## ▶ Preventive Maintenance (ensure proper functioning)

- ✓ Oil change
- ✓ Clean
- ✓ Seals, O-rings, re-grease
- ✓ Tests
  - Vacuum test
  - Leak test
  - Function test

▶ **Preventive Maintenance** (ensure proper functioning)

- ✓ Oil change
- ✓ Clean
- ✓ Seals, O-rings, re-grease
- ✓ Tests
  - Vacuum test
  - Leak test
  - Function test

▶ **Calibration** (accuracy)

- ✓ Accuracy, accuracy, accuracy
- ✓ Example: Set to 200uL it should pipette 200uL
- ✓ Check accuracy by use of a balance
- ✓ Adjustments made if not accurate
- ✓ Our service process follows ISO

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies).

- ❖ ISO17025 (general process)
- ❖ ISO 8655 (specific to accuracy levels, methodology, lab environment - temp, humidity, altitude, airflow)

### Find Results That Have:

All of These Words

Part Number (SKU)

Supplier  🔍

Manufacturer Name

### Other Options

Exact Phrase

Any of These Words

Exclude Words

### Custom Attributes

Easy Buy

Search

### Shortcuts

[Favorites](#) | [Quick Order](#)

### Browse

[Suppliers](#) | [Categories](#) | [Contracts](#)

### Campus Services ?

- AggieShip
- AggieSurplus
- Document Storage & Shred
- FIS Decision Support (DS)
- Furniture Program
- Gas Cylinders - Central Storehouse
- Gas Cylinder Returns
- Repro Graphics Document Services
- Scientific Store Special Request
- Software @ UC Davis

### Helpful Links ?

- Training
- Profile Set Up Instructions
- Shopping/Cart Check-Out Instructions
- How to Approve Orders
- Department Administrator Information
- AggieBuy Roles Application
- Current Supplier Promotions

Need Help?

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#### UC Davis Partner Suppliers ?

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#### UC Davis Aggie Supply ?

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#### Punch-out ?


## Rainin Calibration Services



Calibration Onsite

### Ready... Set... Calibrate!

- Count your pipettes
- Order the desired service plans
- Bring your pipettes and order confirmation to the next scheduled clinic

[Click here for details](#)

### Next Service Clinic



Haring Hall, Room 1131

### Single Channel Plan

Basic Calibration Service  
– All Brands



[Add to Cart](#)

### 8 Channel Plan

Basic Calibration Service  
– All Brands



[Add to Cart](#)

### 12 Channel Plan

Basic Calibration Service  
– All Brands



[Add to Cart](#)

### Service Includes

- Full preventive maintenance
- Leak test
- 4 test weighings @ 10% and 100%
- Calibration to Rainin onsite standard tolerances (no cert)

# Rainin Service Process

- ▶ End-users - Department
  1. Place your order on AggieBuy
  2. Print AggieBuy confirmation
  3. Bring pipettes (along with confirmation) to the Scientific Store at 1131 Haring Hall, no later than one day prior to service (can deliver earlier if desired)
  
- ▶ Pick up when complete
  1. Service is performed once a month on Wednesday. Pipettes will be completed by Friday.
  2. An email will be sent to customers advising them of completion.
  3. It is okay to check in earlier to see if your pipettes have been completed.

❖ End user are contacted if repair or pipette issues found.
  
- ▶ Close-out
  1. Review counts sent in/counts serviced
  2. Too few = credit
  3. Too many = submit another order in AggieBuy (before servicing)
  4. Accounting records will balance!



# MAIL-IN SERVICES

- **As-needed repair and calibration program**
- **Require department issued purchase order with mail-in pipette service form**
- **USE campus agreement A37731 (APO limit \$20,000)**
- **Typical service turn around time is about 5-7 days**

# QUESTIONS?

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