UC Davis / Rainin Pipette Service Program
A Pipette: What is it?
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• 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

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
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)
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. Credits processed each event for differences (no carry-over)
Mail-In Service Option

- As needed maintenance and repair option

- Requires department issued KFS Purchase Order with mail-in pipette service form
  - Cite Agreement #A37731 (APO limit $20,000) to create Requisition in KFS to create Automatic Purchase Order (APO)

- Typical lead time after Rainin receives pipette is about 5-7 business days

- RUSH requests: Contact Todd Holt
QUESTIONS?

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