



# Pipette Service Order Form / Decontamination Form

For the purpose of Occupational Health and Safety requirements, **ALL** liquid handling (LQH) devices being sent to Eppendorf South Pacific, must be accompanied by a **Certificate of Decontamination**, completed and signed by a suitably authorised representative. If your shipment is not accompanied with this declaration, processing will be delayed until receipt of your decontamination certificate.

Privacy information according to the Privacy Act 1988: <https://www.servicesaustralia.gov.au/your-right-to-privacy?context=1>

**Quote Number** *(if applicable):*

**Contact Name:**

**Organisation:**

**Department:**

**Email:**

**Phone:**

**Payment Method:**

**PO Number** *(if applicable):*

**Invoice Number** *(if applicable):*

**Delivery Address:**

**Suburb:**

**State:**

**Postcode:**

**Contract Number** *(Eppendorf will complete if applicable):*

**Case Number** *(if applicable):*

**Calibration Report:**

**Calibration Interval:**

**Statement of Conformity Required?**

Yes = Calibration report will contain test measurement plus evaluation based on chosen specification (OK / Not OK or Pass / Fail)  
No = Pipette will not be adjusted and calibration report will contain test measurement only

**Specification Required:**

If specification is not indicated, ISO8655 specification will be selected by default. Custom plans can only be selected if previously agreed with the Eppendorf calibration team.

**Repair Authorisation:**

An assessment fee of \$30 (ex GST) will be applied to any pipette that is not repairable or where a quote for repair is not accepted. A service certificate will then be provided.

**Address for Calibration Certificate** *(if different to Delivery Address):*

**Suburb:**

**State:**

**Postcode:**

**Please select which Calibration Service is required:**

**Please note:**

- > If you have multiple pipettes that require different levels of service, please complete a separate form for each level of service required.
- > Calibration on an Eppendorf Multipipette is performed by using a 5 mL tip, unless otherwise specified.
- > PM includes inside cleaning, checking, lubrication, pipette adjustment and replacement of small parts where necessary.
- > For full service details including Terms & Conditions visit: <https://eppendorf.group/calibration>
- > To discuss any aspect of this service further, please email [info@eppendorf.com.au](mailto:info@eppendorf.com.au)

Please describe any specific repair or service request that you would like the Calibration Lab to assess.

Please specify the bio-safety level of the laboratory where the device(s) was used:

1            2            3            4

Description of nature of contamination and measures for decontamination:

**Please indicate if the listed equipment has been used with any of the following:**

COVID-19 Testing	
Bio-hazardous material	
Radioactive specimens	
Hazardous chemicals or solvents	
Other hazardous substances	



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**Please note:** In accordance with ISO8655-Part 1, clause 6.3 states: **“Some POVA (piston-operated volumetric apparatus) ie pipettes require the use of exchangeable parts during typical use (e.g. disposable pipette tips). These parts constitute an integral part of the POVA under test. Metrological confirmation and routine tests of the POVA should be performed using the type of exchangeable parts, which are used during the typical operation of the POVA.”** What this means is that pipettes and their tips should be treated as a complete system to ensure the accuracy of the result. Eppendorf by default calibrates all pipettes using Eppendorf non-filter tips. If you want Eppendorf to calibrate with alternative brand tips, please provide with the pipette when sending in for calibration.

**Please provide information on each pipette provided for service.**

	Model & Volume	Serial Number	Description & Comments	Tip brand typically used with pipette	Have these Tips been provided for
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

**I hereby confirm that:**

- The device(s) or product(s) mentioned above has/have not been in contact with hazardous substances or human pathogens.
- The device(s) or product(s) mentioned above has/have been in contact with hazardous substances.
- The device(s) or product(s) mentioned above has/have been in contact with human pathogens, e.g. SARS-CoV-2.

We hereby declare that the objects to be serviced have been carefully cleaned and decontaminated with proven and effective disinfectants prior to shipment. All objects (instruments and all other objects sent to service) are free of harmful chemicals, infectious or radioactive substances, as well as health-threatening proteins, DNA or bacteriological contamination. All listed devices are safe to handle and ship.

**I acknowledge that:**

- I have read, understood, and agree to the Calibration Service Terms and Conditions.
- I have included a copy of this Decontamination Form with the pipettes.

Signature of authorised person \_\_\_\_\_ Company/Department \_\_\_\_\_ Date \_\_\_\_\_

## SUBMIT

**NSW/ACT/QLD/NT/NZ** customers to forward a copy of your Pipette Service Order Form / Decontamination Form directly to the Eppendorf Calibration team. This will allow them to prepare for the arrival of your pipettes. Then send pipettes to:

**Eppendorf South Pacific, Calibration Lab  
Level 1, 97 Waterloo Road  
Macquarie Park, NSW 2113**

**VIC/WA/SA/TAS** customers to forward a copy of your Pipette Service Order Form / Decontamination Form directly to the Eppendorf Calibration team. This will allow them to prepare for the arrival of your pipettes. Then send pipettes to:

**Eppendorf South Pacific, Calibration Lab  
Ground Floor, 441 St Kilda Road  
Melbourne, VIC 3004**