

August 26, 2024

## Important Notice: Changes to Pipette Calibration Services for San Francisco Area Customers

Dear Valued Customers,

We're reaching out to inform you of some important updates to Eppendorf's pipette calibration services in the San Francisco area. Our commitment to providing you with the best possible service remains our top priority, and we're excited to introduce you to an enhanced way of managing your pipette calibration needs.

### Closure of San Francisco Service Center

As part of our ongoing efforts to streamline our operations and provide you with the most efficient and effective services, we have made the difficult decision to close our San Francisco Service Center. The center will officially close on August 31, 2024. This location has been a valuable part of our service network, providing convenient courier and drop-off pipette calibration options. We understand that this change may impact your regular calibration routines, and we are committed to supporting you during this transition.

### Discontinuation of On-Site Calibration Services

In addition to closing the San Francisco Service Center, we will also be discontinuing our on-site pipette calibration services as of October 25, 2024. While we know that these services have been a convenient option for many of our customers, we believe that focusing on our Mail-In services will allow us to better serve your needs in the long term.

### Why This Change Is a Positive Step Forward

Although the San Francisco Service Center will be closing, the Eppendorf Service Portal remains your trusted resource for managing pipette calibration services. Here are some of the key benefits you'll enjoy:

- **Cloud-Based Asset Management:** Securely back up your pipette inventory and service data in the cloud, ensuring that your information is always accessible and safe.
- **Intuitive Service Scheduling:** Easily define and manage your calibration intervals, with timely reminders to help you stay on track.
- **Simplified Service Booking:** The Service Portal allows you to book pipette calibration services quickly and easily online, without the need for phone calls or paperwork.
- **Instant Dashboard Access:** Keep track of your service orders, status updates, and service history at a glance with our user-friendly dashboard.
- **On-the-Go Availability:** Access the Service Portal anytime, anywhere, allowing you to manage your calibration needs even when you're on the move.

## Transition to Eppendorf Service Portal for Mail-In Calibration

To ensure that you continue receiving top-tier pipette calibration services, we encourage you to use our mail-in service through the Eppendorf Service Portal. Transitioning to this service is simple and designed with your convenience in mind:

To begin using the Eppendorf Service Portal, please follow these simple steps:

- **Log In to the Portal:** Visit the [Eppendorf Service Portal](#) to access your account.
- **Schedule Your Services:** Book your calibration services easily online.
- **Send Your Pipettes:** Follow the instructions provided in the portal to securely ship your pipettes to us for calibration.

**Important Note:** Please remember to update the shipping address for your pipette calibration shipments with your preferred shipper (FedEx, UPS, USPS, etc.) when creating shipping labels. The new address is:

San Diego Service Center  
7270 Engineer Road  
Suite A  
San Diego, CA 92111

This information will also be included on your Order Summary when placing a service order through the Eppendorf Service Portal.

To help you get started, we've also created step-by-step video tutorials available as a YouTube playlist on our Eppendorf YouTube channel. You can access these tutorials here: [Eppendorf Service Portal Tutorials](#).

## We're Here to Support You

We understand that change can bring questions, and we're here to help every step of the way. Our support team can assist you in getting started or setting up your Service Portal account, and we can even help do it for you. [Please reach out to us if you're interested.](#)

Our customer support team is ready to assist you with any concerns or guidance you may need during this transition. Please don't hesitate to email us at [InsideSales@eppendorf.com](mailto:InsideSales@eppendorf.com) or call us at 800-645-3050.

In the coming weeks, you'll receive additional communications from us, including reminders about these changes and further resources to help you make the most of the Eppendorf Service Portal. We believe that this service model will continue to support your lab's success, and we're excited to remain your partner in excellence.

Thank you for your continued trust in Eppendorf.

Regards,

Eppendorf Customer Care Team