

September 5, 2024

Important Notice: Discontinuation of On-Site Pipette Calibration & Repair Services

Dear Valued Customers,

We are writing to inform you of an important update regarding our pipette calibration services. As part of our commitment to continually improving the services we provide, we will be discontinuing our on-site pipette calibration services effective **October 25, 2024**.

While we know that many of you have relied on the convenience of on-site calibration, we are confident that our mail-in pipette calibration service, supported by the Eppendorf Service Portal, will offer you an even more efficient and flexible solution.

Why Transition to Mail-In Calibration?

Our mail-in pipette calibration service provides numerous benefits that we believe will greatly enhance your experience:

- **Expert Precision and Care:** Your pipettes will be calibrated by our highly skilled technicians at our state-of-the-art facilities, ensuring the highest standards of accuracy and reliability.
- **Quick Turnaround Times:** With streamlined processes and dedicated service teams, we aim to return your calibrated pipettes to you as quickly as possible, typically in 5 days or less, minimizing any disruption to your lab's workflow.
- **Comprehensive Service Options:** Our mail-in service offers a full range of calibration and repair options to meet your lab's needs. With specialized equipment, stocked parts for faster repairs, and highly experienced in-house technicians, our service centers ensure higher quality compliance and quicker turnaround times.

The Benefits of the Eppendorf Service Portal

While we are transitioning from on-site to mail-in pipette services, you can continue to rely on the Eppendorf Service Portal as your trusted resource for managing all your pipette calibration needs. Here are some of the key benefits you'll enjoy:

- **Convenient Online Booking:** Schedule your calibration services with just a few clicks, at any time that suits you.
- **Cloud-Based Asset Management:** Securely back up your pipette inventory and service data in the cloud, providing you with easy access to your records whenever you need them.
- **Automatic Reminders:** Set and manage calibration intervals with timely reminders to ensure your pipettes are always in top working condition.
- **Real-Time Status Updates:** Track your service orders, view status updates, and access your service history through a user-friendly dashboard.

How to Get Started

Switching to our mail-in service is simple:

- **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.

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 support you throughout the transition. If you encounter any difficulties setting up your Service Portal account or have questions, our support team is ready to assist. Please don't hesitate to email us at InsideSales@eppendorf.com or call us at 800-645-3050 for any help you may need.

We value your trust in Eppendorf and remain committed to providing you with the highest quality services to support your lab's success. Thank you for your understanding as we make this transition, and we look forward to continuing to meet your pipette calibration needs through our enhanced mail-in service.

Thank you for your continued trust in Eppendorf.

Regards,

Eppendorf Customer Care Team