

enhanced maintenance support for liquid handling automation

# Dispense Head Repair Center



Downers Grove dispense head Repair Center team.

## Key features

- Repair service brings your dispense head back to as-new condition
- Covers all 96- and 384-channel dispense heads from PerkinElmer and specified products from Molecular Devices and Beckman Coulter
- Repair service provided is matched to the size of the problem
- Service performed using factory-approved parts or factory-new parts throughout
- Rapid five-working-day turnaround
- A fraction of the price of buying a replacement head
- Ad-hoc repair or ability to add head cover to your existing PerkinElmer maintenance plan

## Don't wait!

Contact the Service Repair Center directly at [SRC@perkinelmer.com](mailto:SRC@perkinelmer.com) for complete details.

## Introduction

System reliability is an essential requirement of mission-critical, high-throughput automated liquid handling systems but, in the event of a problem, you need a technical expert at your lab quickly, to get you back online as fast as possible in the most cost-effective manner.

PerkinElmer's excellent reputation for total system support is built upon our field-based service expertise, technical support and engineering know-how. Our experts deliver a range of services including maintenance plans that provide priority repair response and scheduled preventive maintenance to control your costs and maximize your uptime.

## New from PerkinElmer

We've now enhanced these services to provide additional cost-effective support for the most critical part of the system – the dispense head. Should your head fail due to accidental damage or prolonged, heavy usage, PerkinElmer's refurbishment service will restore the head back to like-new standards at a fraction of the cost of a new dispense head. The refurbishment service is provided by the Service Repair Center at our Downers Grove, IL center of excellence where in-depth expertise is on-hand to provide the refurbishment team with the best possible technical support.

## A service you can trust

Choosing PerkinElmer as your repair partner provides:

- Free-of-charge inspection on receipt of head
- Call back within a day to advise fastest, most cost-effective route to repair
- No work performed without your prior agreement
- Work performed in clean room conditions
- All parts not replaced cleaned in an ultrasonic bath
- Fast turnaround – five working days from receipt
- Minor, Intermediate and Major repair levels
- All observed worn parts replaced (subject to repair level)
- Use of factory-approved parts or factory-new parts throughout
- Use of original build and testing processes
- Comprehensive in-house engineering and applications support
- Testing for leaks, accuracy, and low- and high-volume precision
- Performance verification certificate and 90-day warranty
- Field service support for installation if required
- Replaced parts returned for inspection on request

## Technical excellence guaranteed

PerkinElmer uses center lapped pistons only, providing improved uniformity, surface finish and straightness over other techniques.

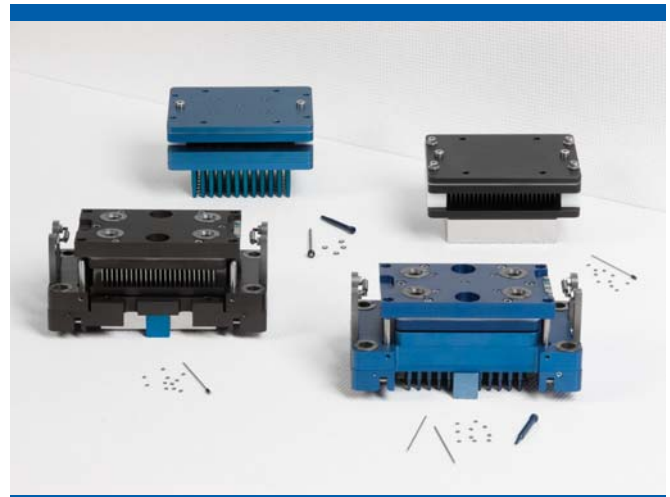
PerkinElmer's proprietary three-part seal technology is extremely high quality and has a proven performance. However, on request, PerkinElmer can quote replacement parts using Bal®-Seal spring-energized seals.

## Products covered

Refurbishment service is available on 96- and 384-channel heads for:

- PerkinElmer Trak systems
- Beckman Coulter liquid handling systems\*
- PerkinElmer Evolution P<sup>3</sup> systems
- PerkinElmer CellLux™ and LumiLux™ Molecular Devices FLIPR® systems\*

\* Phone to confirm head configuration



Heads are thoroughly evaluated to identify all problems.



Repairs carried out in clean room conditions.



Heads are returned in a robust container together with performance verification certificate.

## Exceptional service

The refurbishment service is carried out by experts and utilizes the original manufacturing process, using original parts, so you'll have no validation or performance worries when it's returned. You'll quickly be generating results you can have confidence in.

When you think you have a problem with a dispense head, simply call the Customer Care number for your country, and you'll be connected to expertise that will recommend the most cost-effective, fastest means of getting your system back online. If the recommended solution is the Service Repair Center, we'll help you get your head there by the fastest, safest, lowest cost means. Once the head is received, it'll be inspected and you'll get a phone call within a day of receipt to discuss the problem, the solution and, therefore, cost of the repair.

## Manage your costs

If you're a PerkinElmer maintenance plan customer, you can add full coverage for the dispense head to your existing plan. The service level provided is set at the Major repair level so you're covered for every potential eventuality. Should a head problem arise, your service engineer will arrange for it to be returned to the Service Repair Center for repair and will re-install it when it is returned. This combination of field-based service support and the repair center provides a total support solution – on-hand expertise when you need it, cost-effective repair when you don't. Talk to your customer support engineer (CSE) for more details.



Head is thoroughly tested for leaks and performance before being returned.

Your repair will fall into one of three categories: Minor, Intermediate or Major repair as described below.

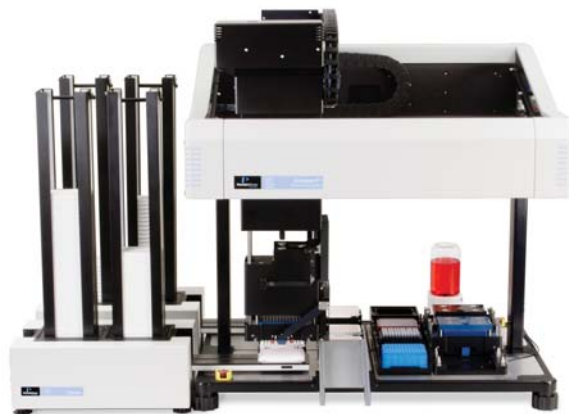
Minor Repair	Intermediate Repair	Major Repair
<ul style="list-style-type: none"> <li>• 100% replacement of o-rings, seals and pistons with factory new components</li> <li>• All parts cleaned in an ultrasonic cleaner and visually inspected</li> <li>• Extended prove-out and performance testing</li> <li>• Performance verification certificate using original factory specifications and testing processes</li> <li>• 90-day warranty on service</li> </ul>	<ul style="list-style-type: none"> <li>• 100% replacement of o-rings, seals and pistons with factory new components</li> <li>• <b>Replacement of up to 50% of the original cylinders with factory new components</b></li> <li>• All parts cleaned in an ultrasonic cleaner and visually inspected</li> <li>• Extended prove-out and performance testing</li> <li>• Performance verification certificate using original factory specifications and testing processes</li> <li>• 90-day warranty on service</li> </ul>	<ul style="list-style-type: none"> <li>• 100% replacement of o-rings, seals and pistons with new factory components</li> <li>• <b>Replacement of any item not meeting factory specifications</b></li> <li>• All parts cleaned in an ultrasonic cleaner and visually inspected</li> <li>• Extended prove-out and performance testing</li> <li>• Performance verification certificate using original factory specifications and testing processes</li> <li>• 90-day warranty on service</li> </ul>

## Plan for the future

If you are planning to purchase a spare or different configuration head, you can also purchase a Major repair warranty at the point of purchase, which starts the day your new head is delivered. You have a choice of warranty period from one to five years, providing total support, regardless of fault type, from day one.

## Other liquid handling Repair Center services

As well as providing a refurbishment service for multi-channel dispense heads, PerkinElmer provides a fast turnaround Service Repair Center service for complete PerkinElmer and Beckman Coulter liquid handling systems. This is often the most cost-effective repair solution in situations where the system is currently out of service, not being used or where funds for maintenance are restricted.



Repair of complete systems is also provided by the Repair Center.

## Don't wait!

## Contact a local PerkinElmer specialist today

**United States** Tel: 800-762-4000 • **Canada** Tel: 800-561-4646

**European Headquarters** PerkinElmer Life and Analytical Sciences: Tel: 800 906 642 or 39 039 2383-1

**Austria** Tel: 0800111933 • **Belgium** Tel: 0800-40-858 • **Denmark** Tel: 80-88-42-36 • **Finland** Tel: 800117186

**France** Tel: 0805 111 333 • **Germany** Tel: 08001810032 • **Italy** Tel: 800 906 642 • **Luxembourg** Tel: 80026588

**Netherlands** Tel: 0800 0234 490 • **Norway** Tel: 800 18854 • **Spain** Tel: 8000 99 164 • **Sweden** Tel: 0200 887520

**Switzerland** Tel: 0 800 000 015 • **United Kingdom** Tel: 0800896046

or contact the Service Repair Center directly at [SRC@perkinelmer.com](mailto:SRC@perkinelmer.com) for complete details.

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For a complete listing of our global offices, visit [www.perkinelmer.com/lasoffices](http://www.perkinelmer.com/lasoffices)

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