



# Be confident in your liquid handlers, focus on your science.

## Artel Liquid Handler Services Overview

Managing the careful balance between productivity and quality in the lab can be tough, but with Artel Liquid Handler Services, it doesn't have to be. Keep your focus on what matters to you – whether it's personalized genomics, drug discovery, assay development, food safety, forensic testing, or any of the many other areas where liquid handlers are used – and let the experts on the service team help you choose the right service to take care of your automated liquid handling quality needs. Whether it be a weekly, quarterly, or yearly service to ensure performance of your liquid handlers, or a one-time troubleshooting effort, we can help. Artel offers the Artel Liquid Handling Service and the Accredited Calibration Service to provide you with exactly the deliverables you need.



### Meet regulatory requirements

– Artel is the first and only provider of a on-site calibration service that is accredited to ISO 17025. The Accredited Calibration Service helps you meet your regulatory requirements for automated liquid handler calibration.



### Leverage Artel experience

– whether you choose the Accredited Calibration Service, or the Artel Liquid Handling Service, Artel scientists have years of combined experience performing calibrations on the most common makes and models of liquid handlers.



### Save money on expensive service contracts

– knowing that your liquid handlers are performing well can give you the confidence to delay purchasing expensive service contracts.



### Bring your liquid handlers back online faster

– have an Artel scientist perform volume verifications for new and newly-serviced instruments to minimize instrument downtime.



### Get more use out of your current liquid handlers

– understanding how your instrument is truly performing can give you the confidence in your results, which allows you to maximize throughput.



### Stay focused on your work

– remove the distractions of maintaining liquid handling quality—method optimizations, volume verifications, etc.—and stay focused on the work that matters most.

## Accredited Calibration Service:

Designed for those that hold quality to the highest standard. An ISO 17025 qualified scientist will come to your lab to collect as-found, in-process, and as-left calibration data. Your scientists make the adjustments on the liquid handler and we collect the measurement data which are traceable to International System of Units. The calibration service complies with ISO IWA 15 and measurements are traceable to NIST (National Institute of Standards and Technology). This service is available with Aqueous QualAssure solutions only.

### Deliverables:

- ISO 17025 compliant Calibration Certificate
- Calibration Label

## Artel Liquid Handling Service:

Designed to contribute guidance, knowledge and expertise to your lab. An experienced scientist brings test equipment and supplies to troubleshoot, test, and verify the volume transfer performance of your liquid handlers. This on-site service is customizable to meet your needs. Artel scientists can quickly measure volume transfers using your liquid handling methods, tips, reservoirs and, your specific liquid type can be used with this service including Aqueous, DMSO, PCRMix, SerumSub, and Alternative Solutions. Measurement results are traceable to NIST when QualAssure solutions are used with Artel Verification Plates.

### Deliverables:

- Traceable Verification Reports
- Test Summary Sheet

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# How the Service Works

## Step 1: Schedule your custom service

Contact an Artel specialist to discuss your needs for an on-site service and to develop a plan for the service you require. Call 888-406-3463 to schedule.

## Step 2: An Artel scientist visits your lab

The service team has extensive experience verifying the performance of automated liquid handlers. An Artel scientist will come fully equipped with all the necessary instrumentation to calibrate or verify your automated liquid handlers.

## Step 3: Receive your certificates or test reports

Upon completion of the service, you will receive all the documentation that is applicable to the service you received.

“The Artel Liquid Handler Service allows us to satisfy regulatory requirements for our liquid handlers and gives confidence to our data. The documentation is excellent. The Artel team is very flexible with scheduling and willing to work with you on timing.”



[artel.co/services](https://artel.co/services)