

Frequently Asked Questions

Calibration and Maintenance



We are frequently asked about calibration and preventative maintenance for the Avidien microPro300. We have assembled this document in Q&A form to answer some of the more commonly asked questions, but please don't hesitate to [contact](#) us if an answer to your question cannot be found here.

Q: How is the microPro300 Calibrated?

The microPro300 is calibrated using gravimetric analysis techniques in a controlled environment as defined in ISO 8655-1:2002. Twenty channels are randomly selected and tested to ensure that all channels are within specification for accuracy and reproducibility. In addition, at the time of calibration each instrument is leak tested across all 96 channels, with a minimum of three replicates.

Q. Will testing twenty channels ensure that all channels of the instrument are within the published specification?

Yes. Avidien follows the guidance in ISO 2859-1: 1999 which defines the statistical sampling plan that will ensure the desired quality level. The microPro calibration sampling plan has been designed to confirm that all 96 channels fall within published specifications. (further details are available upon request)

Q: What calibration and preventative maintenance schedule should I follow?

Avidien has a published guideline for recommended service intervals based on frequency of use and criticality of transferred liquid volumes:

		Criticality of Transfer Volume		
		High	Medium	Low
Use	Heavy Use	A	A	B
	Moderate Use	A	B	B/C
	Light Use	A	B/C	C

	6 Months	1 Year	18 Months	2 Years
A	Calibration	PM + Calibration	Calibration	PM + Calibration
B	Leak Test	Calibration	Leak Test	PM + Calibration
C	N/A	Calibration	N/A	Calibration

Q: How do I get my microPro300 calibrated?

Avidien has partnered with [TTE Laboratories](#), a premier pipette calibration lab for instrument service. TTE is the recommended calibration provider for all customers located within the U.S. When it is time to calibrate your Instrument, TTE will schedule the service for you, and the microPro just needs to be packed in its original box and shipped to their facilities (TTE will handle the scheduling and shipment details). Calibration service is typically performed within 3 days of receipt. If down time is an issue, priority shipping is recommended.

Q: How do I have preventative maintenance performed on my microPro300?

Preventative maintenance service can only be performed by Avidien's trained personnel. The PM service also includes standard calibration by TTE. When it is time for PM and calibration, TTE will schedule the service for you and the instrument just needs to be packed in its original box and shipped to Avidien's facilities in Chelmsford, MA. PM and Calibration service is typically performed within 5-7 business days of receipt. If down time is an issue, priority shipping is recommended.

Q: What documentation is provided at the time of PM service or calibration?

Upon completion of calibration, TTE will provide a calibration certificate containing the test data and results for the instrument. Included with the PM service is our checklist documenting completion of the process. Avidien's documentation covers the condition of inspected components, lubrication performed, as-found and corrected instrument settings and a list of components replaced as a preventative measure. Any additional necessary repairs are also documented.

Q: Does Avidien keep records of calibration and service?

Avidien retains calibration and service records for a period of five years after completion. Copies are available electronically upon request.

Q: Can I perform my own leak test on-site?

Yes, please request the protocol details from Avidien. We will send you the specifics for an effective leak test as well as the program we use internally for this testing.