

Training and support services to help laboratories ensure data integrity and productivity



ARTEL's liquid delivery experts will help you:

Improve liquid handling accuracy and precision

Streamline compliance and enhance productivity

Ensure optimum assay performance

www.artel-usa.com/LHQA

For Pipettes and Automated Liquid Handling Equipment

- **Liquid Handler Performance Verification**

On-site, third-party assessment of accuracy and precision for most makes and models of automated liquid handling systems. Provides documentation of performance with results traceable to the International System of Units (SI). The use of a standardized system ensures repeatability between procedures, liquid handlers and locations for improved method transfer and regulatory compliance. Verification studies for serial dilution steps and some non-aqueous solutions are also available.

- **Pipetting Training and Certification Programs**

Provides evaluation of technician pipetting proficiency. Two levels of training are offered:

Pipetting Proficiency Certification (Level 1)

On-Site training educates participants about the science behind modern pipette operation including modes of failure for both instrument and operator. The program includes hands-on training on proper pipetting technique to reduce user error as a source of analytical testing inaccuracy. Ergonomic issues associated with pipetting are reviewed. Participants who successfully complete the training and pass the practical and written exams will receive an ARTEL Certificate of Competency for their training records.

Pipette Quality Management Certification (Level 2)

Training will include all of the topics and testing in Level 1 plus hands-on training for repair and maintenance of pipettes. Level 2 certification also includes detailed discussions on how to diagnose pipette failures, pipette repair and maintenance, review of methods for calibrating pipettes, regulations and compliance requirements, and an individualized "Pipette Quality System Assessment" for the laboratory. Additionally, participants will be trained and certified on the use of multichannel pipettes.

- **Product Support for PCS® and MVS®**

ARTEL provides the following on-site product support services to customers who are new to ARTEL's technology and products, including refresher courses and enhancement/upgrade training:

On-Site Installation, Validation and Training

Includes installation, IQ/OQ documentation and usage overview for PCS, MVS and ARTEL Pipette Tracker™ software. ARTEL can also re-validate equipment that has been relocated or undergone maintenance/service.

On-Site Preventive Maintenance Service

Periodic check of PCS and MVS components for wear and tear, replacement of worn or outdated parts, and testing for accuracy and precision against factory specifications.