

SUPPLEMENTAL TECHNICAL BULLETIN

ST – 2006 – 13

Title: Warranty / Service, Support Information for the PAP- 8E Accessories

Bulletin No: ST-2006-13

This Supplemental Technical Bulletin (ST) has been developed as a laboratory aid. This ST does not alter, revise or change the information provided in the Technical Bulletin included with each product. In accordance with Good Laboratory Practice and regulatory requirements, each laboratory must develop, validate and adopt its own written procedures.

Warranty / Service, Support Information for the PAP- 8E Accessories

The computer, computer software (Windows ® XP Professional, Prism® Software by Graph Pad) monitor, printer, bar code scanner and the programmable pipettor are covered under their respective manufacturer's warranties. When advised by Bio/Data Corporation customer service, contact the following:

Dell OptiPlex Computer: www.dell.com

1. Contact local Representative for Service.
2. Before calling for service, check for a label on the side of the CPU. It will list a Service Tag number and an Express Service number. Dell will ask you for these numbers when you call for service.
3. Dell Service: 1-800-WWWDELL (1-800-999-3355). On line: www.support.dell.com
Dell Warranty on the computer is for 2 years, next business day Parts and Labor on-site.

Elo Touchmonitor: www.elotouch.com

1. Contact local Representative for Support:
USA Tel: 800-557-1458 elotech@elotouch.com
2. Elo Warranty Information: www.elotouch.com/products/warranty.asp
The Elo 1529L 15" LCD Touchmonitor - 3 year limited warranty
The Elo IntelliTouch Touchscreen – 10 year limited warranty

Scanner LS 9208: www.symbol.com

1. Contact local Representative for Support.
2. Symbol Technologies warranty information: www.symbol.com/warranty
3. Symbol Technologies guide: www.symbol.com/manuals

BioHit eline Pipettor and Charging Stand: www.biohit.com

1. Contact local Representative for Support:
USA Tel: 732-922-4900 email: pipet@biohit.com
BioHit Pipettor and Charging Stand – 1 year warranty

Omega HH11A Digital Thermometer: www.omega.com

Suggested thermometer to use for Temperature Calibration

GraphPad Prism Technical Support:

1. Free Access to Online Calculators: www.graphpad.com
2. Quick Answer Database @ www.graphpad.com
3. Email: support@graphpad.com
4. Phone support: email your phone number to support@graphpad.com

Windows XP Professional:

1. Microsoft information: www.microsoft.com
2. Windows XP Support Center: www.microsoft.com/windowsxp/support/default.mspx

HP Printer: www.hp.com

1. Contact local Representative for Support:
USA 1-800-474-6836

Epson Printer: www.epson.com/support