



To Whom It May Concern:

This is to advise you that all MLA brand pipettes are tested by lot for accuracy and precision prior to release for sale to customers. Please file this letter as it applies to all MLA pipettes and satisfies calibration requirements for new pipettes.

A pre-defined and required number of representative samples of each lot are selected to verify factory calibration and performance claims. Our factory calibration verification method uses the gravimetric analysis test method. Volume samples are weighed using analytical balances that are calibrated regularly with test weights that are traceable to the National Institute of Standards and Technology. Water temperature and environmental conditions are tightly controlled. Only qualified technicians can perform any performance testing.

Additionally, every pipette that is sent to VistaLab Technologies, Inc. for repair and calibration service is subjected to the same rigorous testing that is described for new pipettes. Repaired and recalibrated pipettes must meet all original manufacturer specifications.

In order to review the accuracy and precision claims for all models and volumes of MLA brand pipettes, and the new Ovation BioNatural Pipettes, please go to our web site, www.vistalab.com. Click on Product, then MLA Pipettes and then on the MLA model. Each pipette is listed by description, model and volume.

We recommend that all pipettes, regardless of brand or model, be verified at least every six (6) months unless:

1. something was done to the pipette (maintenance, abuse) that would affect volume delivery
2. QC suggests or
3. your own internal procedures require otherwise.

If further information is required, contact our Technical Services Department. Select Option 2 for technical support.

Respectfully,

A handwritten signature in black ink that reads 'Kathryn M. Wojtyna'.

Kathryn M. Wojtyna
Product Manager
Manager, Technical Services