

December, 2019

**Thermo Scientific Liquid Handling Product Communication**

**Subject: Grease packet removal from Thermo Scientific™ pipettes**

Dear Channel Partner,

With our company mission to make the world healthier, cleaner and safer, we continue to look for opportunities to reduce waste and make our customer experience better. We gathered feedback from our customer base and found out that most of our customers trust the service of pipettes in the hands of service providers rather than servicing the pipettes themselves. Therefore, we have decided to remove the grease packet (Product number 3300200) meant for servicing the pipette from the pipette packages.



For those customers that still want to service the pipette themselves, we offer a possibility to order the grease packet free of charge from local support center. To inform customers about this, we will add a Customer notification letter (see Appendix 1.) to the pipette packages when the grease packet is removed. Notification includes contact details from where the grease should be ordered in different regions/countries.

The removal of the grease packet has already started in Joensuu, Finland production in December 2019. The first serial numbers with grease packet removed are for Finnpiquette F1 **QH97931** and for Finnpiquette F2 **QH97623**. Other pipette manufacturing sites will follow during early 2020.

Please don't hesitate to contact me if you have any questions.

Sincerely,

Maiju Palokangas  
Product Manager, Pipetting Systems  
Liquid Handling Instruments and Consumables  
Laboratory Plastics Essentials

Appendix I. Customer notification added to pipette packages with the removal of the grease packets.

**thermo**  
scientific

Dear Customer,

Congratulations on the purchase of your Thermo Scientific™ pipette!  
We have gathered feedback from our current customer base and heard that many of you trust the service of your pipettes in the hands of service providers rather than servicing the pipettes yourself. With our company's mission to make the world healthier, cleaner and safer, we have therefore decided to remove the grease packet (Product number 3300200) used to service the pipette from the pipette packages allowing waste reduction at your facility.

If you want to service the pipette yourself, you can order the recommended grease free of charge from our local support center. Please request the grease packet (#3300200) via the below regional email addresses. Include your pipette model, serial number (printed on the pipette handle and package stickers) and your shipping address (contact person and address) to the email. We offer one grease packet free for each new pipette. The grease is also available for purchase as a spare part.

Order your grease bag from:

North and South America: [info.sandiego@thermofisher.com](mailto:info.sandiego@thermofisher.com)

Europe, Middle East and Africa: [info.pipettes@thermofisher.com](mailto:info.pipettes@thermofisher.com)

China: [CNpipettedepotrepair@thermofisher.com](mailto:CNpipettedepotrepair@thermofisher.com)

Japan: [info.pipettes.jp@thermofisher.com](mailto:info.pipettes.jp@thermofisher.com)

India: [pipette.service@thermofisher.com](mailto:pipette.service@thermofisher.com)

Australia and New Zealand: [pipettecallabAU@thermofisher.com](mailto:pipettecallabAU@thermofisher.com)

For rest of Asia Pacific countries please consult your local Thermo Fisher Scientific representative for more information on how to obtain the grease packet.

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