

Quadra Pipette Tips



The Tomtec pipette tips that are supplied for our Quadra's are an integrated part of the Quadra's overall liquid handling design. They have a higher volume than most tips: 450 μ L. The "long skinny end" is designed to serve three purposes:

- 1) It will reach the bottom of deepwell plates.
- 2) It facilitates dispensing small volumes accurately: 10 μ L with a C_v of 2%.
- 3) It enables pipeline pipetting using an air gap to separate multiple reagents for faster assay throughput.

Our competitors are endeavoring to sell their version of the Quadra tip, claiming they are the same. They are not the same tips. Some of our customers, who have purchased our competitor's tips, have experienced significant problems when loading tips. A considerable amount of force is required to load all 96 tips simultaneously and have them properly seal. If not sealed, the tips will leak air causing a deficiency in pipetting. If the tip loading force exceeds the capacity of the Quadra stage to load tips high enough to seal; the tip-loading sensor is not activated. One solution that has been offered by one of our competitive tip suppliers, is to disconnect the tip load sensor....not the right choice for the Quadra user. The Tomtec Quadra tip is a combination of the right dimensions and resilience of the polypropylene resin that is used.

Bear in mind: The use of non Tomtec provided Quadra tips and/or the tampering with the tip load sensor or any other safety feature of the Quadra, may negate the product warranty. If Tomtec is required to make a service call that is related to the usage of non-Tomtec Quadra tips, the user will be charged for that service visit.

When comparing tip pricing for the Quadra, be sure you are comparing "apples to apples". Tomtec supplied tips are packaged 50 racks per carton. Some of our competitor's tips are packaged 20 racks per carton. When comparing tip prices, Tomtec provided tips are very competitive.

You are welcome to place blanket orders with us for your annual needs. You will obtain the price advantage and we will ship partial shipments, as your schedule requires. As always, if you have any problems related to the use of your Quadra, or any Tomtec products, please feel free to call us. We provide service assistance by telephone or on site visits.

Yours truly,

Thomas W. Astle, P.E.

TOMTEC

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