



CO-RE® to CO-RE® II Service Upgrade

Service Update | 2022-06-23

Summary

An upcoming Preventative Maintenance (PM) is underway for one or more instruments at your site(s). Concurrent with PM Services, Hamilton is offering free upgrades to CO-RE II hardware with a promotional period of July 1st 2022 through June 30th 2024. After June 30th 2024, the promotion will be expired.

No method changes are required; however, CO-RE II tips must be used following the upgrade.

What are the Benefits?

The new CO-RE II tip design, in combination with the new stop disk, offers numerous benefits:

- Simplified serviceability
 - Stop disks are good for the lifetime of 1mL Pipettes & CO-RE 96 Head
 - Extended tip sealing life of O-rings up to 15x average lifespan
 - 1mL Pipette O-rings will be replaced every 12 months, formerly 6 months
 - CO-RE 96 Head O-rings will be replaced every 3 years, formerly 2 years
- Enhanced hardware chemical resistance
- Improved tip alignment
- CO-RE II Instruments will receive an additional discount at renewal of service agreement




What Does the Upgrade Entail?

The CO-RE II upgrade will include hardware and firmware changes that may add up to two hours of additional labor when combined with a PM:

- Firmware will be updated on Master, Channel, and/or CO-RE 96 PCBs
- CO-RE II Stop Disks will be installed on the 1mL Pipettes and/or the CO-RE 96 Head
- Any accessories/calibration tools that may interface with the new CO-RE II Stop Disks will be exchanged
- A CO-RE II Decal will be applied to the instrument's front facing window

Would You Like to Upgrade?

To upgrade your instrument(s), please complete fields below and return to roboticservice@hamiltoncompany.com prior to PM:

Authorization for CO-RE II Upgrade <input type="checkbox"/> Yes <input type="checkbox"/> No		Serial Number(s)	
Company		Requestor's Name	Job Title
 _____		Date _____	

Need Additional Information?

Initial questions can be directed to your local Hamilton Service Engineer. For further assistance, please reach out to core2upgrade@hamiltoncompany.com

Resources:

- [CO-RE II Hardware Validation Summary Report](#)
- [CO-RE II FAQs](#)