



Excited by an Eternal Flame

Lifetime Warranty on LEDs in the Mastercycler® ep *realplex*

Do you want ultimate reliability?

Then take advantage of the lifetime warranty on the LEDs in the Mastercycler ep *realplex*.

Do you want ultimate reproducibility?

The lifetime warranty on LEDs in the Mastercycler ep *realplex* guarantees you an excitation source that will hold up to the specifications for a lifetime! No periodic replacing, no relevant degradation between experiments – just the same quality and quantity of light again and again and again ...

The 96 LEDs in the Mastercycler ep *realplex* are built to hold! Thus, Eppendorf will replace the array of LEDs free of charge if the LEDs do not perform as specified – anytime. This way, you do not have to worry about the excitation light of your real-time PCR instrument and can focus on your experiments.

Practice of the patented polymerase chain reaction (PCR) process requires a license. The Eppendorf [or appropriate trademark] Thermal Cycler is an Authorized Thermal Cycler and may be used with PCR licenses available from Applied Biosystems. Its use with Authorized Reagents also provides a limited PCR license in accordance with the label rights accompanying such reagents. Mastercycler ep upgraded to a Mastercycler ep *realplex* requires a Real-Time Thermal Cycler License under Applied's United States Patent No. 6,814,934 and corresponding claims in non-U.S. counterparts thereof, for use in research and for all other applied fields except human in vitro diagnostics. No right is conveyed expressly, by implication or by estoppel under any other patent claim.

eppendorf

Limited Warranty

Mastercycler® ep *realplex* real-time PCR System

Eppendorf AG, its affiliates or authorized distributors, collectively the Eppendorf Sales Channel ("Eppendorf") warrants to the purchaser ("Customer") of Mastercycler® ep *realplex* Real-time PCR System ("Product") that the Product excluding software, documentation and similar items, will be free of defects in workmanship and materials for a period of two (2) years from the date of installation of the Product (the "Warranty Period"), by an Eppendorf approved employee. The 96-LED array component ("Light Conductor Module") of the Mastercycler® ep *realplex* Real-time PCR System will be covered for defects in workmanship and materials without time restriction (a "Lifetime Warranty Period").

This Limited Warranty applies only to a Product which is purchased for Customer's own use and does not apply to Products purchased for resale, unless pre-approved in writing by Eppendorf. Eppendorf reserves the right to determine the most efficient means to provide warranty service. For the Eppendorf Mastercycler ep *realplex*, the warranty service will be provided at an Eppendorf approved service facility. Within the first 90 days after system installation, if a problem occurs, Eppendorf will arrange and pay for all costs involved in the standard ground transport of the unit to and from an Eppendorf approved service center for warranty repair. Warranty service provided after this period may be subject to shipping and handling charges. Eppendorf will, at its sole discretion, repair or replace a defective Product, free of charge for labor and parts provided that the Product is handled and shipped for repair according to the pre-authorized approval and requirements of Eppendorf or its authorized service partners. If Eppendorf elects to repair a defective Product it will use new or used parts that are substantially equivalent to the originally installed parts in function and performance. Such parts will be warranted for the longer of ninety (90) days or the remainder of the Limited Warranty Period. Notice of a defect in a Product must be received by Eppendorf prior to the expiration of the Limited Warranty Period. This Limited Warranty is not transferable.

Excluded from this Limited Warranty are any damages caused during any shipment/transport/movement of the Product following its initial receipt by the Customer, and any damage caused by: (a) accident, impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster, unauthorized modifications including removal or exchange of Instrument components or identification labels, attachments or peripherals; improper use, installation or problems with the electrical supply; improper maintenance; any other misuse, abuse, mishandling or software viruses; (b) neglect, defacing, spilling or other forms of contamination, as classified outside of the suggested handling and applications within the Product Instruction Manual; (c) non-standard environmental conditions, not meeting requirements of ambient temperature, humidity, and magnetic field influences; (d) installation, self-maintenance or maintenance by a service supplier not authorized by Eppendorf beyond the prescribed Instruction Manual user maintenance. Furthermore, this Limited Warranty does not cover software including issues in which control computer specifications do not meet required functionality and features according to the specifications described in the Product Instruction Manual, as well as computer and computer components and linked network systems. Reported software issues regarding maintenance of data files and where evidence exists of removal or de-installation of certain components, features or programs, are further excluded from Limited Warranty coverage.

This Limited Warranty does not involve or imply the provision of product or applications training and does not govern levels of service by Applications Support networks. Eppendorf's sole liability, under this Limited Warranty, for failure to repair or replace the Product after a reasonable number of attempts is limited to the replacement or, at Eppendorf's sole discretion, the refund of the original purchase price of the Product. The above constitutes the Customer's exclusive remedies for breach of Limited Warranty, unless otherwise provided by law. Under no circumstances shall Eppendorf be liable for any (a) special, incidental or consequential damages or similar claims whether based upon breach of contract, breach of warranty, negligence, absolute or strict liability, or any other similar theories, or (b) loss of profit, loss of revenue, loss of use of the hardware system, loss of use of related equipment, loss of reagents, loss of sample, cost of substitute or replacement equipment, "downtime", Purchaser's time or injury to property, or (c) any claims of third parties.

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Some countries do not allow limitations on how long an implied Limited Warranty may last, in which case the above limitation may not apply to you. Some countries do not allow the exclusion or limitation of incidental or consequential damages in which case the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from country to country. To report a problem with your Mastercycler ep *realplex* under this Limited Warranty, follow this procedure:

- Customers call Eppendorf Application Support at +49 1803 666 789 (Europe, International) or +603 8023 2769 (Asia Pacific) or contact the local Eppendorf or authorized dealer representative to report your problem.
- Have your operations manual and the invoice number from your Packing Slip for the Product available when calling to report a problem. Include the invoice number information in your email to the Application Support. An official proof of purchase such as Eppendorf Packing Slip or Official Invoice may be required to verify initial date of the Limited Warranty period should on site services be required.
- The Eppendorf Application staff will assist you in diagnosing the problem over the telephone and direct you to the Repair/Service department if necessary.



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