

epServices
for premium performance

Innova S44i



Taking Care - The Wellbeing of Your Instruments

Eppendorf ULT Freezers, Shaker Incubators and CO₂ Incubators

The Journey of Our ULT Freezers, Shakers and CO₂ Incubators

Eppendorf reliable Shaker Incubators have served the scientific community as early as in the 1950's with its first Biology Shaker. The Innova® and Excella® shaker models were the reliable workhorses in the laboratory back then. The Innova® series of CO₂ Incubators made no exception in supporting customers in their daily research back then. The Eppendorf Innova® U535 ULT Freezers is found in almost every lab for samples cryostorage and it is still up and running even until today.

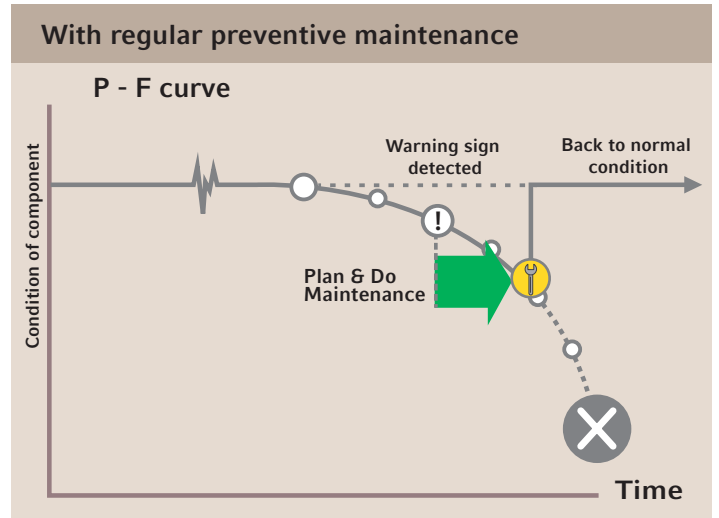
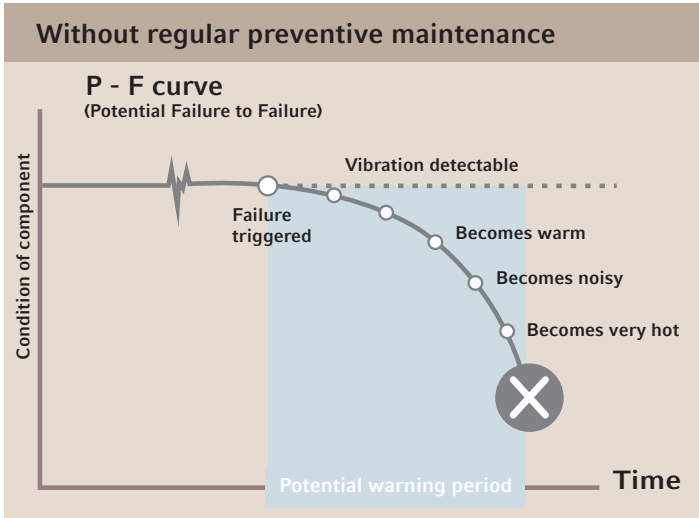
Eppendorf ULT Freezers, Shaker Incubators and CO₂ Incubators continue to oblige scientists and researchers today in their journey to empower science and technology. We help you produce quality and reproducible results to improve human living conditions, every time and on-time. And to ensure this reliability, Eppendorf also services the older versions of our ULT Freezers, Shaker Incubators and CO₂ Incubators.



The Importance of Regular Preventive Maintenance

Eppendorf ULT Freezers, Shaker Incubators and CO₂ Incubators are at risk of failing over time, where there will be progressive signs of potential failures popping up.

With proactive preventive maintenance in place you will be able to prevent these failures. The recommended interval is once per year.



FACT: Regular and proactive maintenance saves you more than it costs by reducing unexpected breakdowns and giving reliable output and results.

At Eppendorf, we want to be your partner by delivering professional and sincere services, again to optimize performance, reliability and availability.

Think about loss of samples, high cost of spare parts to repair and unproductive time due to breakdown for instance.

A simple calculation would simply save you more than it costs. Depending on your needs and risk levels, here are options that we can provide:

	Advanced Maintenance	AdvancedCare Service Agreement
Coverage	On demand	Min. 1 year
Full preventive maintenance	✓	✓
Software upgrade (if applicable)	✗	✓
Parts, labour and travel for repairs	✗	20% during agreement duration
Discounts on additional services (e.g OQ GxP)	✗	10% during agreement duration

Lower risk, more predictable maintenance cost over time



And for you who are working in a regulated environment, we offer specifically created Operational Qualification (OQ) services with GxP compliant documentation. Now, you can be prepared and confident for your internal and external audits with what we cover:

- 1) Test of alarm functions
- 2) Verification of instrument parameters (e.g. temperature, speed)
- 3) Detailed OQ report and handling of deviation list
- 4) Signed approval by customer and Eppendorf's Field Service Engineer

Ordering Information

Service Agreements and Qualification services

Service Agreements and Qualification services	AdvancedCare Agreement* ¹	IQ/OQ GxP	OQ GxP	1 Year Extended Warranty plus* ²
	Maintenance for assured reliability and uptime	Qualification services for the regulated environment	Re-Qualification services for the regulated environment	Full coverage in case of a repair, incl. maintenance for uptime and reliability
ULT Freezer	0082 070 325	0082 070 009* ³	0082 070 008* ³	0082 070 345
CO ₂ Incubator	0082 060 325	0082 060 009* ³	0082 060 008* ³	0082 060 345
Shaker – open air	0082 080 325	0082 080 300	0082 080 305	0082 080 345
Shaker – heating	0082 080 326	0082 080 301	0082 080 306	0082 080 346
Shaker – heating & cooling	0082 080 327	0082 080 302	0082 080 307	0082 080 347

Maintenance services

Maintenance services	ADVANCED MAINTENANCE* ¹
ULT Freezer	0082 070 004
CO ₂ Incubator	0082 060 004
Open Air Shaker	0082 080 014
Shaker with Heating	0082 080 024
Shaker with Heating/Cooling	0082 080 004

*¹ Reach out to your local Eppendorf contact to discuss other alternatives best suit your requirements.

*² Purchased within the standard warranty period. Valid following the standard warranty period.

*³ Non GxP compliant

Your local distributor: www.eppendorf.com/MY-en/

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