



CO₂ Incubator Service

CO₂ Incubator Service Agreements

CO₂ incubators are the pivotal instruments in cell culture labs. They feature complex, dynamic control systems to maintain user-defined culturing parameters. Accurate measurement and control feedback of multiple environmental variables is necessary in order that cell growth and proliferation is optimized, at the same time minimizing intercellular variation in physiology, metabolic function and expression.

CO₂ Incubator Performance Plans components include a choice of preventive maintenance protocols designed to check, validate and to promote continuous and stable incubator performance, optimizing instrument conformity with programmed culturing parameters.

Our CO₂ Incubator Preventive Maintenance Service Plans ensure that your culturing environment is reliably maintained and controlled, maximizing culturing consistency and repeatability, optimizing culturing performance.

Contact us today: www.eppendorf.com/epservices

Our service culture for peace of mind!



CO₂ Incubator Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
CO ₂ Incubator Order Number	0082060325	0082060320	0082060345
S41i Order Number	0082050325	0082050320	0082050345
Checks and Maintenance			
Check installation environment	√	√	√
Check electrical / gas supply and fittings	√	√	√
Check door seals and door hinges	√	√	√
Check condition of all chamber gas, temperature, humidity sensors	√	√	√
Check security of incubator shelf / shelves and racking system	√	√	√
Check sensor covers are present and undamaged	√	√	√
Check condition of humidity trays	√	√	√
Check alarms functionality	√	√	√
Software			
Evaluation of stored data	√	√	√
Software update if required*	√	√	√
Validation and Metrology			
Validation and adjustment of operating parameters to within Eppendorf specifications	√	√	√
Documentation			
Check List provided	√	√	√
Dated service sticker to confirm Eppendorf service	√	√	√
Supporting Information			
Contract period	One year	One year	One year
Number of routine preventive services included	One	One	One
Cost of repairs/parts replacement outside scope of preventive maintenance visit (where Eppendorf product warranty has expired)	20% discount on all parts, labour and travel costs	Includes all parts, labour, and travel	Includes all parts, labour, and travel

^ Additional travel charges may apply for non-metro services. * Done in consultation with the engineer to determine necessity.

CO₂ Incubator Preventative Maintenance

Service Operation	
Preventative Maintenance	
Order number for Shaker S41i	0082050260
Order number for CO2 Incubator	0082060260
Checks and Maintenance	
Check installation environment	√
Check electrical / gas supply and fittings	√
Check door seals and door hinges	√
Check condition of all chamber gas, temperature, humidity sensors	√
Check security of incubator shelf / shelves and racking system	√
Check sensor covers are present and undamaged	√
Check condition of humidity trays	√
Check alarms functionality	√
Software	
Evaluation of stored data	√
Software update if required*	√
Validation and Metrology	
Validation and adjustment of operating parameters to within Eppendorf specifications	√
Documentation	
Check List provided	√
Dated service sticker to confirm Eppendorf service	√
Supporting Information	
Contract period	One year
Number of routine preventive services included	One
Cost of repairs/parts replacement outside scope of preventive maintenance visit (where Eppendorf product warranty has expired)	Not included

[^]Additional travel charges may apply for non-metro services. * Done in consultation with the engineer to determine necessity.

Eppendorf South Pacific Pty. Ltd. · Level 1, 97 Waterloo Road · Macquarie Park · NSW 2113 · Australia
 Phone: +61 2 9889 5000 · Fax: +61 2 9889 5111
 E-mail: info@eppendorf.com.au · www.eppendorf.com

www.eppendorf.com/epservices