

epServices
for premium performance



ULT Freezer Service

ULT Freezer Service Agreements

Eppendorf Ultra-Low Temperature (ULT) Freezers offer you the advanced design and intuitive features you like on the outside plus the security and performance you need for your most precious samples on the inside. Reliable and efficient performance can be expected for years of smooth operation from any of our ULT Freezers, which vary in configuration and capacity.

In addition to our extensive standard warranty, Eppendorf offers ULT Freezer Performance Plans to suit your lab's needs while enhancing your peace of mind.

Contact us today: www.eppendorf.com/epservices

Protect your priceless samples!



ULT Freezer Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
Order Number[^]	0082070325	0082070320	0082070345
External Checks and Maintenance			
Check installation environment	√	√	√
Check electrical supply and fittings	√	√	√
Check CO ₂ / LN ₂ backup system installation*	√	√	√
Check independent temperature monitoring system*	√	√	√
Operation of freezer lid gas strut (chest freezer only)	√	√	√
Alignment of door handle	√	√	√
Alignment & sealing of outer door (upright freezer only)	√	√	√
Air filter/condenser inspection & cleaning	√	√	√
Internal Equipment & Fittings			
Inspection & cleaning of heated vent	√	√	√
Condition and function of inner doors/lids	√	√	√
Check cooling fans	√	√	√
Display and function keys operation	√	√	√
Chamber temperature sensor function, alarms function	√	√	√
Software update**	√	√	√
Validation & 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. * Where feature is present.

** Done in consultation with the engineer to determine necessity.

ULT Freezer Preventative Maintenance

Service Operation	
Preventative Maintenance	
Order number for ULT Freezer	0082070260
External Checks and Maintenance	
Check installation environment	√
Check electrical supply and fittings	√
Check CO ₂ / LN ₂ backup system installation*	√
Check independent temperature monitoring system*	√
Operation of freezer lid gas strut (chest freezer only)	√
Alignment of door handle	√
Alignment & sealing of outer door (upright freezer only)	√
Air filter/condenser inspection & cleaning	√
Internal Equipment & Fittings	
Inspection & cleaning of heated vent	√
Condition and function of inner doors/lids	√
Check cooling fans	√
Display and function keys operation	√
Chamber temperature sensor function, alarms function	√
Software update**	√
Validation & 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

^ All prices exclude GST and are in AUD. Additional travel charges may apply for non-metro services.

* Where feature is present.

** Done in consultation with the engineer to determine necessity.

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