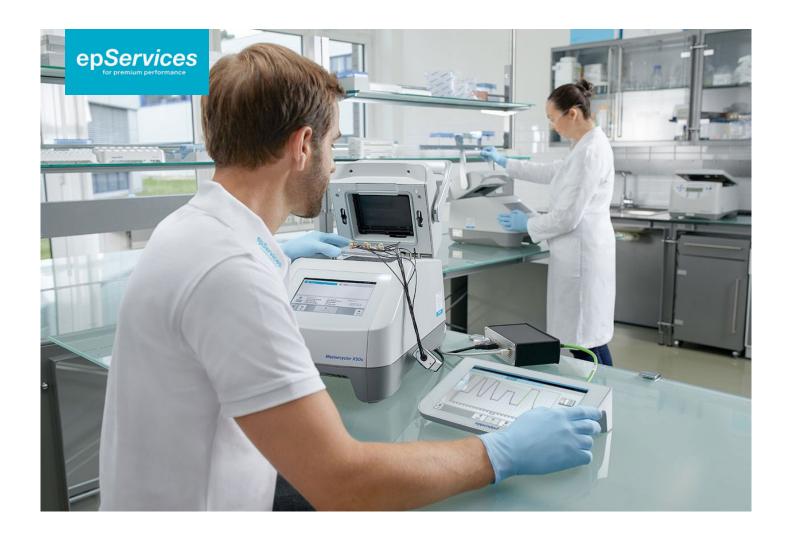
### eppendorf



# Cycler Service

#### **Cycler Service Agreements**

To ensure your instrument is operating consistently at peak performance and to guarantee reproducible results over an extended period of time, we offer service programs to meet your needs. Our maintenance service is a prerequisite for temperature verification of the cycler. The exact adjustment of defined temperatures is critical for reproducible results.

With our Performance Plan options we will make sure that your instruments are in good working condition with a professional maintenance and certification service.

Contact us today: www.eppendorf.com/epservices





## Cycler Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
Order Number	0082040325	0082040320	0082040345
General Checks and Maintenance			
Cleaning of MC module	<b>√</b>	<b>√</b>	√
Visual check of housing	<b>√</b>	<b>√</b>	<i>-</i> √
Cleaning of heated lid	<b>√</b>	√	√
Visual check of accessories		V	<b>√</b>
Functional Check			
LED, display and keyboard check	<b>√</b>	√	<b>√</b>
Check USB-interface		√	<b>√</b>
Check touchscreen	<b>√</b>	√	<b>√</b>
Check of thermoblock	<b>√</b>	√	<b>√</b>
Check of heated lid	<b>√</b>	√	<b>√</b>
Check of fan(s)	<b>√</b>	<b>√</b>	<b>√</b>
Temperature verification		√	<b>√</b>
Software			
Evaluation of stored data		<b>√</b>	<b>√</b>
Software update if required*	<b>√</b>	V	<b>√</b>
Documentation			
Check List provided	<b>√</b>	√	<b>√</b>
Dated service sticker to confirm Eppendorf service	<b>√</b>	√	<b>√</b>
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
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<sup>^</sup> Additional travel charges may apply for non-metro services.
\* Done in consultation with the engineer to determine necessity.



### Cycler Service Preventative Maintenance

Service Operation	Essential Chec
Preventative Maintenance	
Order number for Mysatercycler, pro/nexus/X50	0082040260
General Checks and Maintenance	
Cleaning of MC module	
Visual check of housing	
Cleaning of heated lid	
Visual check of accessories	√
Functional Check	
LED, display and keyboard check	
Check USB-interface	
Check touchscreen	
Check of thermoblock	
Check of heated lid	
Check of fan(s)	
Temperature verification	√
Software	
Evaluation of stored data	
Software update if required*	√
Documentation	
Check List provided	
Dated service sticker to confirm Eppendorf service	<b>√</b>
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

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

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