



**epServices**  
for premium performance

# 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](http://www.eppendorf.com/epservices)

Keep operating - with absolute confidence!



# Cycler Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
<b>Order Number</b>	0082040325	0082040320	0082040345
<b>General Checks and Maintenance</b>			
Cleaning of MC module	√	√	√
Visual check of housing	√	√	√
Cleaning of heated lid	√	√	√
Visual check of accessories	√	√	√
<b>Functional Check</b>			
LED, display and keyboard check	√	√	√
Check USB-interface	√	√	√
Check touchscreen	√	√	√
Check of thermoblock	√	√	√
Check of heated lid	√	√	√
Check of fan(s)	√	√	√
Temperature verification	√	√	√
<b>Software</b>			
Evaluation of stored data	√	√	√
Software update if required*	√	√	√
<b>Documentation</b>			
Check List provided	√	√	√
Dated service sticker to confirm Eppendorf service	√	√	√
<b>Supporting Information</b>			
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)	<b>20% discount on all parts, labour and travel costs</b>	<b>Includes all parts, labour, and travel</b>	<b>Includes all parts, labour, and travel</b>

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

# Cycler Service Preventative Maintenance

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

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