



## Biological Shaker Service

### Biological Shaker Service Agreements

Biological shakers are essential to cell culture applications and are required to be in continuous use for years. Relatively small, short-term variations in shaker operation can significantly influence culturing outcomes, with negative effects on yields and/or cell expression. Eppendorf's Biological Shaker Performance Plans ensure consistent, reliable shaker performance to manufacturer specifications after years of wear and tear. Biological Shaker Performance Plans include a choice of preventive maintenance protocols which are designed to check and validate stable shaker performance. These protocols review all control parameters of your shaker and ensure everything is working as good as new.

With our Performance Plans 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)

Care for your shaker - optimise your cultures!



# Biological Shaker Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
<b>Order Number for Open Air Shaker</b>	0082080325	0082080320	0082080345
<b>Order Number for S44i</b>	0082080329	0082080324	0082080349
<b>Order Number for Shaker with Heating</b>	0082080326	0082080321	0082080346
<b>Order Number for Shaker with Heating and Cooling</b>	0082080327	0082080322	0082080347
<b>Checks and Maintenance</b>			
Check installation environment	√	√	√
Check electrical / gas* supply and fittings	√	√	√
Check condition / operation of any door / lid open sensors	√	√	√
Check security of doors / lids, handles, door struts* and hinges	√	√	√
Check security of shaker mechanism; lubricate non-sealed bearings, as appropriate*	√	√	√
Check condition of shaker drive belt; adjust belt tension as necessary	√	√	√
Clean and check condenser*	√	√	√
Software update if required**	√	√	√
<b>Validation and Metrology</b>			
Validation and adjustment of operating parameters to within Eppendorf specifications	√	√	√
<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>

^ Additional travel charges may apply for non-metro services

\* Where feature is present.

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

# Biological Shaker Preventative Maintenance

Service Operation	Preventative Maintenance
<b>Order Number for Open Air Shaker</b>	0082080260
<b>Order Number for Shaker with Heating</b>	0082080261
<b>Order Number for Shaker with Heating / Cooling</b>	0082080262
<b>Order Number for Shaker S44i</b>	0082080264
<b>Checks and Maintenance</b>	
Check installation environment	√
Check electrical / gas* supply and fittings	√
Check condition / operation of any door / lid open sensors	√
Check security of doors / lids, handles, door struts* and hinges	√
Check security of shaker mechanism; lubricate non-sealed bearings, as appropriate*	√
Check condition of shaker drive belt; adjust belt tension as necessary	√
Clean and check condenser*	√
Software update if required**	√
<b>Validation and Metrology</b>	
Validation and adjustment of operating parameters to within Eppendorf specifications	√
<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> 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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