



ThermoMixer / ThermoStat Service

Temperature Control & Mixing Service Agreements

The right heating, cooling and mixing conditions are made very easy with our Temperature Control and Mixing instruments. We also understand that slight deviations in temperature and mixing frequency of your samples can affect their reaction conditions and may lead to non-reproducible results.

To guarantee you the precise function of the instrument we offer manufacturer designed maintenance services.

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

We care for your sample - with our mix of services!



Temperature Control and Mixing Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
Order Number[^]	0082100325	0082100320	0082100345
Checks and Maintenance			
Cleaning of housing	√	√	√
Visual check of housing	√	√	√
Visual check of plate holder	√	√	√
Cleaning of accessories	√	√	√
Visual check of accessories	√	√	√
Functional Check			
LED, display and keyboard check	√	√	√
Functional check with service functions	√	√	√
Check of SmartBlock or exchangeable thermoblock detection	√	√	√
Check of mixing, heating, cooling and vortexing*	√	√	√
Check of ThermoTop detection	√	√	√
Check of timer	√	√	√
Verification of speed & temperature**	√	√	√
Software			
Evaluation of stored data	√	√	√
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.

* Without measurement.

** Maximum 2 blocks. Additional blocks will be charged separately.

Temperature Control & Mixing Preventative Maintenance

Service Operation	
Preventative Maintenance	
Order number for Mixer/Thermostat	0082100260
Checks and Maintenance	
Cleaning of housing	√
Visual check of housing	√
Visual check of plate holder	√
Cleaning of accessories	√
Visual check of accessories	√
Functional Check	
LED, display and keyboard check	√
Functional check with service functions	√
Check of SmartBlock or exchangeable thermoblock detection	√
Check of mixing, heating, cooling and vortexing*	√
Check of ThermoTop detection	√
Check of timer	√
Verification of speed & temperature**	√
Software	
Evaluation of stored data	√
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.

* Without measurement.

** Maximum 2 blocks. Additional blocks will be charged separately.

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