

epServices
for premium performance



Exceeding Your Expectations

Eppendorf Instrument Services



»Are Your Lab Instruments in Perfect Order and Qualified?«

How much effort does it cost you to take good care of your lab instruments to ensure valuable uptime, and prove that they are delivering reproducible results? And how much time and effort would it cost you to repeat e.g. one year of your lab work when in doubt of the results?

We suggest to be continuously responsible by maintaining and qualifying your laboratory instruments on a regular basis for many years of productive and reliable operation.

Eppendorf Services – Supporting You Since 75 Years

Eppendorf began in 1945 as a medical instrument repair workshop on the grounds of the University Hospital Eppendorf in Hamburg, Germany. Today, more than 500 factory-trained and certified service specialists across the world provide in-house or on-site service solutions, ensuring the uptime you need and can rely on, increasing your peace of mind in terms of complying to regulatory requirements, and the quality and safety of your results.

Serving You Beyond The Product

Keep pace with new trends, methods, and technologies by receiving training and application support from our global team of scientific product and application specialists. Acquire basic knowledge, or develop more advanced skills needed for your workflows and routine maintenance within scientific research, healthcare and industry.

Our dedicated Applications and Technical Service teams are here to support you!



Your Needs – Our Solutions

From service agreements to on-demand services – You choose to suit your uptime requirements and budgetary needs best, while meeting national and international compliance norms and regulations.

We take care of your lab equipment during its full life cycle. This helps you concentrate on achieving the reliable results you are looking for in your research and lab work routine.

Service Agreements

Extended Warranty Agreements



Installation Service



Qualification Service



Preventive Maintenance



Calibration / Verification



Repair Service



Application Support



Training / Webinar

> For more information, service ordering details and contact form please visit www.eppendorf.com/epServices



Simplify Your Service Processes!

We accompany you every step of the way – from the installation and maintenance of your lab instrument or software to the support of your quality and regulatory conditions.

Choose from the following service options:

- > Service agreements from cost-efficient to all-inclusive care packages for an easy service process
- > On-demand service solutions for individual service needs

Our Service Agreements – Your Advantages

With our basket of Service Agreement solutions we take the load off your shoulders by simplifying your ordering and budgeting process for various services over the full lifetime of your instruments.

Your costs become reduced and predictable, thereby assuring continuous productivity and a long service life. In addition, our agreements include repair costs – fully or partially – and discounts on other services.

Benefit from assured premium performance for your peace of mind!

Eppendorf Service Agreements

Services Agreement	AdvancedCare For assured instrument reliability and uptime	PremiumCare For assured instrument reliability, uptime and financial plannability
Full preventive maintenance	1/year	1/year
Software update (during annual maintenance, if applicable)	■	■
Priority support*1	■	■
Spare parts, labor, travel on repairs	20% discount	included
Discount on additional services (e.g. IQ/OQ)	10%	10%

*1 Subject to local business conditions, and based on a »best effort« practise. For more information please contact your local service organization.

Extended Warranty Agreements

Services Agreement	Extended Warranty Purchased once within the standard warranty period. Valid for one year following the standard warranty period.	Extended Warranty plus Purchased within the standard warranty period. Valid following the standard warranty period.
Full preventive maintenance	–	1/year
Software update (during annual maintenance, if applicable)	–	■
Priority support*1	–	■
Spare parts, labor, travel included on repairs	■	■
Discount on additional services (e.g. IQ/OQ)	–	10%

*1 Subject to local business conditions, and based on a »best effort« practise. For more information please contact your local service organization.

Qualification Services



Installation Qualification and Operational Qualification services – GxP compliant

Are you working in a regulated environment? We now offer specifically created and revised Installation Qualification and Operational Qualification services including GxP compliant documentation. These documents support the complex GxP standards and regulations reducing your administrative workload, and provide you with qualified assurance that your instrument is installed and operating in accordance with manufacturers' specifications.

Be prepared for your internal and external audits with our GxP compliant documentation!

Installation Qualification & Operational Qualification services	IQ/OQ GxP	OQ GxP
Check of delivery status, and installation environment	■	-
Installation incl. configuration and functional checks	■	-
Detailed IQ report	■	-
Test of alarm functions	■	■
Verification of instrument parameters (e.g. temperature, speed)	■	■
Detailed OQ report and handling of deviation list	■	■
Signed approval by customer and service technician	■	■

Calibration Services



Calibration and verification services

How do you know your experimental data is reliable? Assuring the precision and accuracy of your instrument is maintained according to specifications is your first step to reliable results.

Eppendorf offers calibration/verification services for:

- > Centrifuges (time, speed, temperature)
- > Thermocycler (temperature)
- > Biological Shaker (speed, temperature)
- > CO₂ Incubator (temperature, CO₂, O₂, rH)
- > ULT Freezer (temperature)
- > Photometry (wavelength, temperature if applicable)
- > Temperature Control & Mixing Instruments (temperature)

Maintenance Services



Preventive Maintenance services

How much do you rely on keeping your instrument in good working order? Our professional cleaning and maintenance services are aimed at the prevention of unexpected downtimes and failures by early detection of problems. Keeping your instruments in perfect working order will not only extend their service life, but also increase your productivity.

Ensure reliability and save your resources!

Services include:

- > Cleaning (external and internal)
- > Maintenance
- > Exchange of spare parts (additional charge)
- > Comprehensive functional check
- > Software updates
- > Evaluation of stored data
- > Documentation
- > Dated service sticker to confirm Eppendorf Service

Your Instruments – Our Services

Centrifuge Service



Regular service of centrifuges and rotors in either an operational or a disassembled state ensures a safe working environment. Functional inspections assure that all manufacturer specifications are met.

Preventive Maintenance services include:

- > Cleaning of external and internal parts
- > Checking of
 - stability, housing, lid latch, display and keypad
 - temperature sensors and speed sensor
 - rotor and imbalance detection
- > Software update if required
- > System test run
- > Evaluation of stored data
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (temperature, speed)
- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician

Rotor Assurance Plans

Rotors and buckets are subject to normal wear and tear during regular operation. Microscopic cracks can be detected early during a qualified inspection, which will allow the rotor to be exchanged before serious damage has occurred. If none or very few surface changes are identified, the rotor can be used according to instructions.





Mastercycler® Service



The exact adherence to defined temperatures is crucial for reproducible results in your PCR experiments. Therefore, your thermocycler should be regularly maintained, and followed by a temperature verification.

Preventive Maintenance services include:

- > Cleaning of external and internal parts
- > Checking of
 - housing, accessories and internal parts
 - electrical connection (incl. mains power)
 - LED, display and keyboard, touchscreen
 - USB-interface
 - thermoblock
 - heated lid
 - fan(s)
- > Software update if required
- > Verification of temperature
- > Evaluation of stored data
- > Service check list provided
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of
 - delivery status, and environment
 - installation incl. configuration and functions
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. temperature)
- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician

Temperature verification services

Temperature verification of selected well positions and adjustment of the cycler block temperature if necessary is highly recommended to assure instrument consistency and accuracy. The temperature verification from Eppendorf is a very accurate and precise method, meeting all documentation and detection requirements in the lab.

ULT Freezer Service



Reliable and efficient performance can be expected for years of smooth operation from any of our ULT Freezers. Our services are designed to check, validate, and promote reliable freezer performance according to specifications.

Preventive Maintenance services include:

- > Cleaning and inspection of air filter, heated vent and condensor
- > Checking of
 - environment, electrical supply and fittings
 - CO₂ /LN₂ backup system
 - independent temperature monitoring system
 - compressor operating temperature
 - condition and function of inner door/lids, cooling fan motor, bearings, blades, insulation, accessible cooling circuit pipes, and accessible electrical wiring

- > Operation of
 - freezer lid gas strut (chest freezer)
 - display and function keys
 - chamber temperature sensors and alarm
 - RS232/RS485 communication port
- > Alignment of door handle/sealing of outer door (upright freezer)
- > Verification and adjustment of operating parameters
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status, and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. temperature)
- > Basic IQ/OQ report



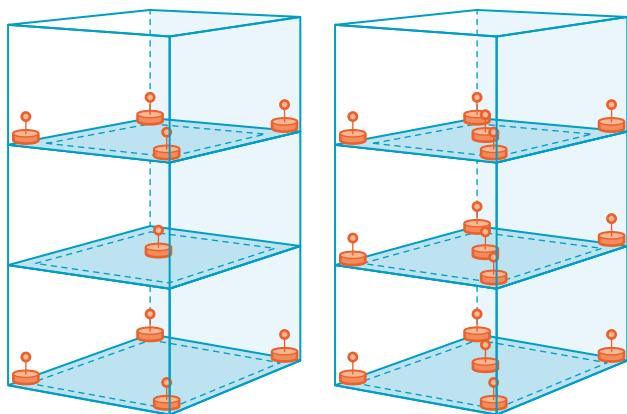
Multi-Temperature Mapping services for Ultra-Low Temperature Upright Freezer

Regular verification with the help of an external, calibrated multi-channel temperature verification system inside your ULT freezer provides you with security of reliable long-term sample storage.

Our factory-trained and certified service technician will perform an on-site temperature mapping study including a full report stating:

- > Minimum, maximum and average temperature of each location
- > Full log of raw data of each measurement
- > Temperature profile graphic for duration of measuring period
- > All relevant calibration certificates

Norms, standards and best practices such as ISPE-Controlled Temperature Chamber Mapping and Monitoring, IEC 60068 – Environmental Testing, or Vaisala – 5 Rules of Sensor Placement in Validation/Mapping Applications recommend a temperature mapping of 9 or 15 probes after installation, and subsequently every two years, or when changes are made to the system.

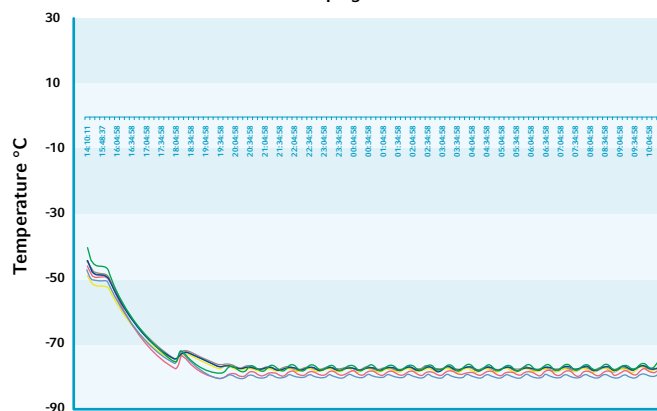


A probe holder system (9 and 15 probes) is used to ensure comparable results between different measurements and units

Your advantages

- > 24 hours, 365 days a year reliable storage for temperature-sensitive samples
- > Comparable annual temperature distribution results in one or multiple freezers
- > Audit proof documentation

Multi-temperature mapping with 9 probes inside an ULT upright freezer



Example of a Multi-temperature Mapping with 9 probes inside an ULT upright freezer

This service is only available in selected countries. Please contact your local Eppendorf service organization for further information.



CO₂ Incubator Service



CO₂ incubators feature complex, dynamic control systems to maintain user-defined culturing parameters for optimized cell growth and proliferation. To ensure reproducible results and to protect your precious cultures from undesirable variables, we check your incubator performance.

Preventive Maintenance services include:

- > Checking of
 - installation environment
 - electrical/gas supply and fittings
 - door seals and door hinges
 - all chamber gas, temperature, humidity sensors
 - security of incubator shelf and racking systems
 - sensor covers
 - humidity trays
 - wiring system, PCB's, display, and controller

- > Testing of alarm functions
- > Replace in-line gas filter(s) and auto-zero filter
- > Basic calibration of operating parameters to within specifications
- > Comprehensive service report
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status, and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. temperature, CO₂, speed, alarm)
- > Basic IQ/OQ report

For CellXpert®:

- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician



S41i Incubator Shaker Service



The S41i Incubator Shaker supports simultaneous culture of adherent and suspension cultures. The smallest deviation in the environment can result in undesirable outcomes. With regular professional instrument services you will achieve reliable culturing results with an optimized instrument performance!

Preventive Maintenance services include:

- > Checking of
 - installation environment
 - electrical/gas supply and fittings
 - chamber CO₂, temperature sensors
 - security of shaker platform(s) and flask holders
 - security of incubator shelf and racking systems
 - humidity trays
 - shaker drive belt
 - platform support boot seals

- > Replace
 - in-line CO₂ filter and auto-zero filter
- > Validation/adjustment of operating parameters to within specifications
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status, and installation environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. temperature, CO₂, speed, alarm)
- > Basic IQ/OQ report

Biological Shaker Service



Biological shakers are required to be in continuous use for years. Small and short term variations in shaker operation can influence culturing outcomes, with negative effects on yields and/or cell expression. Ensure consistent, reliable shaker performance with our shaker services.

Preventive Maintenance services include:

- > Cleaning of condensor
- > Lubricate non-sealed shaker bearings, as appropriate
- > Checking of
 - installation environment
 - electrical/gas supply and fittings
 - any door/lid open sensors
 - security of doors/lids, handles, door struts and hinges
 - security of shaker mechanism
 - shaker drive motor, and circulation fan
 - shaker drive belt; adjust belt tension as necessary

- > Validation/adjustment of operating parameters within specifications
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status, and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. rpm, temperature, alarms)
- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician





Photometry Service



Qualitative results with your photometry systems depend on perfectly working optics. To optimize photometric and fluorometric precision, accuracy, and linearity, your instrument should be routinely checked and adjusted by a qualified Eppendorf service technician.

Preventive Maintenance services include:

- > Cleaning of housing and cuvette shaft
- > Checking of
 - housing (incl. stability) and cuvette shaft
 - internal parts, light path, keyboard, display
 - printer output and USB port
- > Software update
- > Setting number of flashes
- > dsDNA Test – 260 nm (Eppendorf BioPhotometer® plus)
- > Self Test (Eppendorf BioSpectrometer®/ Eppendorf BioPhotometer® D30)
- > Photometer Test (wavelength systematic error/precision and photometric accuracy/fluorescence)
- > Temperature verification/adjustment
- > Evaluation of stored data
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status, and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. wavelength, temperature)
- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician

Photometer Test

You are also able to verify photometric and wavelength accuracy and the respective precision using the Secondary UV-VIS Filter Set. In the event your instrument does not conform to specifications, you must have it checked and properly adjusted by a trained service technician. The filter sets themselves must be certified by Eppendorf every two years as their spectral properties can change over time.



Temperature Control & Mixing Service



Slight deviations in temperature and mixing frequency of your samples can affect their reaction conditions leading to non-reproducible results. To guarantee you the precise function of the instrument we offer manufacturer designed maintenance and qualification services.

Preventive Maintenance services include:

- > Cleaning of housing, accessories, internal parts
- > Checking of
 - housing, plate holder, accessories, internal parts
 - electrical connection
- > Function checking of
 - LED, display and keyboard
 - vortex sensor
 - overload protection
 - detection of Eppendorf ThermoTop®, Eppendorf SmartBlock™, thermoblock
 - mixing, heating, cooling, vortexing
 - fans

- > Evaluation of stored data
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Qualification services include:

- > Checking of delivery status, and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. heating, cooling, mixing, vortexing, timer)
- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician

Temperature verification services

Temperature verification of selected well positions is highly recommended to assure instrument consistency and accuracy.

Cell Manipulation Service



Our entire application and service team demonstrates a passion for helping you achieve success with your cell manipulation work. We will ensure that your instruments are in good working condition by professional maintenance and qualification service including the exchange of parts due to wear and tear.

Preventive Maintenance services include:

- > Cleaning of housing, internal assemblies
- > Checking of
 - stability
 - keyboard, display
 - leak-tightness (CellTram®/FemtoJet®)
 - contacts (Electroporator)
- > Exchange of oil (CellTram® Oil/vario)

- > Software upgrade
- > Testing of motor module (Mircomanipulator)
- > Testing of system
- > Analysis of error statistics
- > Service check list provided
- > Dated service sticker to confirm Eppendorf service

Qualification services include:

- > Checking of delivery status, and environment
- > Installation incl. configuration and functional check
- > Testing of alarm functions
- > Verification of instrument parameters (e.g. motor)
- > Detailed IQ/OQ report
- > Handling of deviation list/management
- > Signed approval by customer and service technician



Ordering Information

Service Agreements and Qualification services	AdvancedCare Agreement* ¹	IQ/OQ GxP	OQ GxP	1 Year Extended Warranty plus* ²
	Maintenance for assured reliability and uptime	Qualification services for the regulated environment	Re-Qualification services for the regulated environment	Full coverage in case of a repair, incl. maintenance for uptime and reliability
Microcentrifuge w/o refrigeration	0082 020 325	0082 020 300	0082 020 305	0082 020 345
Microcentrifuge with refrigeration	0082 020 326	0082 020 301	0082 020 306	0082 020 346
Multipurpose centrifuge w/o refrigeration	0082 020 327	0082 020 302	0082 020 307	0082 020 347
Multipurpose centrifuge with refrigeration	0082 020 328	0082 020 303	0082 020 308	0082 020 348
Vacuum Concentrator	0082 020 329	0082 020 012* ³	0082 020 011* ³	0082 020 349
Mastercycler® pro, nexus, X50	0082 040 325	0082 040 300	0082 040 301	0082 040 345
ULT Freezer	0082 070 325	0082 070 009* ³	0082 070 008* ³	0082 070 345
CO ₂ Incubator	0082 060 325	0082 060 009* ³	0082 060 008* ³	0082 060 345
CellXpert®	0082 060 325	0082 060 302	0082 060 303	0082 060 345
Incubator Shaker S41i	0082 050 325	0082 050 009* ³	0082 050 008* ³	0082 050 345
Shaker – open air	0082 080 325	0082 080 300	0082 080 305	0082 080 345
Shaker – heating	0082 080 326	0082 080 301	0082 080 306	0082 080 346
Shaker – heating & cooling	0082 080 327	0082 080 302	0082 080 307	0082 080 347
Shaker – S44i	0082 080 329	0082 080 304	0082 080 309	0082 080 349
Eppendorf BioPhotometer®	0082 110 325	0082 110 300	0082 110 302	0082 110 345
Eppendorf BioSpectrometer®	0082 110 326	0082 110 301	0082 110 303	0082 110 346
Temp. control & mixing instruments* ⁴	0082 100 325	0082 100 300	0082 100 301	0082 100 345
Electroporator	0082 010 325	0082 010 300	0082 010 302	0082 010 345
Microinjector/-manipulator	0082 010 326	0082 010 301	0082 010 303	0082 010 346

Instruments Maintenance services	Preventive Maintenance* ¹
Microcentrifuge w/o refrigeration	0082 020 260
Microcentrifuge with refrigeration	0082 020 261
Multipurpose Centrifuge w/o refrigeration	0082 020 262
Multipurpose Centrifuge with refrigeration	0082 020 263
Concentrator	0082 020 265
Mastercycler® MX50, pro, nexus	0082 040 260
ULT Freezer	0082 070 260
CO ₂ Incubator	0082 060 260
S41i Incubator Shaker	0082 050 260
Open Air Shaker	0082 080 260
Shaker with Heating	0082 080 261
Shaker with Heating/Cooling	0082 080 262
Shaker S44i	0082 080 264
Eppendorf BioPhotometer®	0082 110 260
Eppendorf BioSpectrometer®	0082 110 261
Temp. control & mixing instruments* ⁴	0082 100 260
Electroporators	0082 010 260
Microinjectors/Micromanipulators	0082 010 261

Temperature verification services	
Temp. control & mixing instruments* ⁴	0082 100 025
Mastercycler® – sequential	6321 897 000
ULT Freezer Temperature Mapping (upright)	0082 070 360
Eppendorf BioSpectrometer® kinetic	6136 005 004

Other services	
Photometer Test for Eppendorf BioPhotometer®	6132 005 026
Photometer Test for Eppendorf BioSpectrometer®	6135 005 027
Photometer Test for Eppendorf BioSpectrometer® fluorescence	6137 005 008

*¹ Reach out to your local Eppendorf contact to discuss other alternatives best suit your requirements.
*² Purchased within the standard warranty period. Valid through the standard warranty period.
*³ Non GxP compliant
*⁴ Eppendorf ThermoMixer®/Eppendorf ThermoStat™, MixMate®

Your local distributor: www.eppendorf.com/MY-en/
Eppendorf Asia Pacific Sdn. Bhd.
Registration No. 200701001101 (759099-H)
10th Floor, Menara Symphony, No. 5, Jalan Prof. Khoo Kay Kim,
Seksyen 13, 46200 Petaling Jaya, Selangor Darul Ehsan,
MALAYSIA
Email: service-malaysia@eppendorf.com.my
Tel: +603 7610 5200

Info: Our service offers may differ by country.
Please contact your local service representative
for more information.

www.eppendorf.com/epServices