eppendorf

All Systems Go – At All Times

epMotion® Services

»Is Your epMotion® System Still Processing Results You Can Trust?«

There to support you – Eppendorf Service
How much effort does it take to maintain your epMotion systems to ensure consistent uptime? And how much time and effort would it cost you to repeat, for example, one year of your lab work if there were any doubts about the results?

epMotion and its dispensing devices are precision instruments. As such, they should be regularly maintained and calibrated to ensure that they continue to deliver high accuracy.

Lab equipment technology from Eppendorf along with carefully designed Eppendorf Service solutions will give you greater peace of mind about the quality and safety of your results, as well as your compliance with regulatory requirements. Our dedicated Applications and Technical Service teams around the world are there to support you!

Your Needs – Our Solutions

From service agreements to on-demand services – you choose whatever aligns best with your uptime requirements and budgetary needs while meeting national and international compliance norms and regulations.

We take care of your lab equipment throughout its life cycle. This allows you to concentrate on achieving the reliable results you are looking for in your research and lab work.

Service Agreements

Extended Warranty Agreements

Installation Service	Qualification Service	Maintenance Service	Calibration / Verification	Repair Service	Application Support	Training/ Webinar

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

Simplify Your Service Processes

We accompany you every step of the way – from installing and maintaining your epMotion liquid handling systems or software to assisting with your quality and regulatory audits.

Choose from the following service options:
> Service agreements ranging from cost-efficient to all-inclusive care packages designed for an easier service process
> On-demand service solutions for your individual service needs

Benefit from assured premium performance for your peace of mind!

Our service agreements – your benefits
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. This reduces your costs and makes them more predictable, while ensuring continuous productivity and a long service life.

In addition, our agreements include repair costs – in full or in part – as well as discounts on other services.

Save administrative resources to maximize the uptime and performance of your epMotion systems!

Eppendorf Service Agreements

Service Agreements	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)	included	included
Priority support*	included	included
Spare parts, labor, travel on repairs	20% discount	included
Discount on additional services (e.g., IQ/OQ)	10%	10%

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

Extended Warranty Agreements

Service Agreements	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)	–	included
Priority support*[1]	–	included
Spare parts, labor, travel included on repairs	included	included
Discount on additional services (e.g., IQ/OQ)	–	10%

[1] Subject to local business conditions, and based on a »best effort« practice. 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 offer specifically created and revised Installation Qualification and Operational Qualification services including GxP-supporting documentation that help you to meet the complex GxP standards and regulations.
Our experienced and skilled technicians are familiar with the relevant regulations, saving you time and effort in acquiring this knowledge yourself.

Be prepared for your internal and external audits at all times with our GxP-supporting documentation!

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

epMotion® 5070/5073/5075 Maintenance Services

Preventive Maintenance services
How much do you depend on keeping your epMotion in good working order? Our professional maintenance services are designed to prevent unexpected downtimes and failures by detecting problems early on.

Preventive Maintenance services include:
> Cleaning (outside and inside)
> Maintenance, calibration and software updates of the instrument
> Replacement of CAN-bus cables and O-rings of dispensing tools
> Comprehensive functional checks
> Evaluation of stored data
> Service check list
> Dated service sticker to confirm Eppendorf service

Keeping your instruments in perfect working order will not only extend their service life, but also increase your productivity.

Keep your process in motion at all times with professional services from the experts!

epMotion® 96 Maintenance Services

The Eppendorf epMotion® 96 Flex and epMotion® 96 are semi-automated pipette systems for fast and precise parallel 96-channel microplate processing. A reliable parallel movement of the electronic pipetting system is the prerequisite for high precision and reproducible results across the whole 96- or 384-well plate.

To make sure that your system continues to dispense in accordance with specifications, it is highly recommended that you maintain and verify the accuracy and precision of your system on a regular basis. This ensures that you receive reliable results with your valuable samples and reagents in your downstream applications.

Preventive Maintenance services for epMotion® 96 Flex include:
> Checking of location
> Cleaning of device
> Checking of safety mechanisms and device functionality acc. to manufacturer´s specifications
> Checking and exchanging of 96 O-rings on tip cones
> Checking and exchanging of constant force spring, spring washers, and TIPS handle springs (every 2 years)
> Software/firmware update if applicable
> Leak test with 50 µl/300 µl or 300 µl/1000 µl tips
> Maintenance report
> Dated service sticker to confirm Eppendorf service

Preventive Maintenance services for epMotion® 96 include:
> Cleaning and lubrication of dispensing head
> Checking and exchanging of 96 O-rings on cones
> Software/firmware update if applicable
> Leak test with 50 µL + 300 µL tips
> Gravimetric calibration test of 6 volumes, 5 measurements per volume in ‚as left' condition
> Photometric test with 2 volumes, 5 measurements per volume in ‚as left' condition
> Maintenance report
> Dated service sticker to confirm Eppendorf service
> Calibration report

Calibration Services for Dispensing Tools and Heads

How can you know that your experimental data is correct? Your first step to reliable results is to make sure your dispensing devices are calibrated to ensure the following:

> Accuracy and precision of the dispensing tool
> Reproducibility of your dispensed volumes
> Optimization of your sample yields

It is recommended to have the dispensing devices calibrated once per year.

Calibration services for epMotion® 96 Flex heads and epMotion® 96 dispensing block include
> Decontamination from the outside
> Cleaning and lubrication of dispensing head or block
> Checking and exchanging of 96 O-rings on tip cones
> Leak test with 50 µl + 300 µl, or 300 µl + 1000 µl tips
> Gravimetric calibration test of 6 volumes, 5 measurements per volume in "as left" condition
> Photometric test of 2 volumes, 5 measurements per volume in "as left" condition

Calibration services for epMotion® dispensing tools include
> Decontamination from the outside
> Cleaning of dispensing tool (internal and external)
> Exchanging of O-rings on tip cones and worn-out parts, if required
> Gravimetric calibration test of 3 volumes, 10 measurements per volume in "as found" and/or "as left" condition

Documentation
> Issuing of a calibration certificate incl. measurement uncertainty according to ISO/IEC 17025 for accredited services and ISO 23783-2:2022 regulations (not available for epMotion® 96 block)
> Issuing of a calibration test report according to ISO 23783-2:2022 for non-accredited services
> Issuing of a calibration label

Overview of gravimetric and photometric service types available by device	epMotion® Single-/4-/8-channel dispensing tool	epMotion® 96 Flex dispensing head	epMotion® 96
10 measurements per test volume (min, mid, max) acc. to ISO 23783 – as found	x		
10 measurements per test volume (min, mid, max) acc. to ISO 23783 – as left	x		
10 measurements per test volume (min, mid, max) acc. to ISO 23783 - as found and as left	x		
5 measurements per test volume (min, mid, max, each with two tip sizes) plus 5 measurements of two volumes with photometric test acc. to ISO 23783 – as left		x	
5 measurements per test volume (min, mid, max, each with two tip sizes) plus 5 measurements of two volumes with photometric test acc. to ISO 23783 – as left			x[1]
ISO/IEC 17025* accredited calibration acc. to ISO 23783 – as found	x		
ISO/IEC 17025* accredited calibration acc. to ISO 23783 – as left	x	x	
ISO/IEC 17025* accredited calibration acc. to ISO 23783 – as found and as left	x		

[1] This calibration service is included in the Preventive Maintenance service of the epMotion® 96
* Depending on local availability

For more information on ISO 23783 and ISO/IEC 17025, please visit:
> www.eppendorf.link/article-iso-23783
> www.eppendorf.link/article-iso-17025

Application Implementation Services

Are you having trouble with a protocol? Or are you unsure how to optimize your automated application for better results?

We are happy to advise and assist you with your application. Eppendorf offers various application support services for epMotion users with low- to high-throughput experiments. Our network of highly skilled and extensively trained in-field automation specialists is available for comprehensive application training and support after the installation of your epMotion and during the setup of your own advanced methods.

Your benefits
> An experienced and well-trained application specialist will get you started with your methods in less time than you would need without professional help
> Approved reliability of your programmed method
> Shorter protocol setup times and reduced personnel costs
> Reduced wastage of valuable samples
> Improved productivity thanks to optimized utilization of deck capacities and the operation of your system

For more information, please contact your local sales and service organization.

All systems advance to the next level of performance!

Ordering Information

Service agreements and qualification services	AdvancedCare Agreement	PremiumCare Agreement	IQ/OQ GxP	OQ GxP	1-year Extended Warranty*1	1-year Extended Warranty plus*2
	Assured instrument reliability and uptime	Full coverage for instrument reliability and uptime	Qualification services for the regulated environment	Re-qualification services for the regulated environment	Spare parts, labor and travel costs are covered in case of a repair	Full coverage in case of a repair, including maintenance for reliability
epMotion® 5070	0082 030 105	0082 030 107	0082 030 030	0082 030 040	0082 030 100	0082 030 102
epMotion® 5073	0082 030 106	0082 030 108	0082 030 031	0082 030 041	0082 030 101	0082 030 103
epMotion® 5075	0082 030 073	0082 030 075	0082 030 032	0082 030 042	0082 030 069	0082 030 071
epMotion® 96 Flex	0082 030 182	0082 030 183	0082 030 179	0082 030 178	0082 030 180	0082 030 181
epMotion® 96	0082 030 074	0082 030 076	0082 030 036	0082 030 016	0082 030 070	0082 030 072

*1 Purchased once within the standard warranty period. Valid for one year following the standard warranty period.
*2 Purchased within the standard warranty period. Valid following the standard warranty period.

Maintenance services	Preventive Maintenance
epMotion® 5070	0082 030 010
epMotion® 5073	0082 030 011
epMotion® 5075	0082 030 012
epMotion® 96 Flex	0082 030 177
epMotion® 96 (incl. calibration)	0082 030 002

epMotion® calibration services according to ISO 23783:2022

ISO 23783 single-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) as found	0082 030 242
ISO 23783 single-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) with PM	0082 030 239
ISO 23783 single-channel dispensing tool calibration – Professional – 10 measurements per test volume (min, mid, max) as found and as left with PM	0082 030 245
ISO 23783 4-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) as found	0082 030 240
ISO 23783 4-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) with PM	0082 030 243
ISO 23783 4-channel dispensing tool calibration – Professional - 10 measurements per test volume (min, mid, max) as found and as left with PM	0082 030 246
ISO 23783 8-channel dispensing tool calibration – 10 measurements per volume (min, mid, max) as found	0082 030 244
ISO 23783 8-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) with PM	0082 030 241
ISO 23783 8-channel dispensing tool calibration – Professional – 10 measurements per test volume (min, mid, max) as found and as left with PM	0082 030 247
epMotion® 96 Flex dispensing head calibration acc. to ISO 23783-2:2022 – 5 measurements per test volume (min, mid, max, each with smaller and larger tip) with PM	0082 030 052

Other services

UV lamp exchange	5073 920 070
epMotion® 5070 installation	0082 030 081
epMotion® 5073 installation	0082 030 111
epMotion® 5075 installation	0082 030 141
epMotion® 96 installation	0082 030 171

Note: The abbreviation PM stands for preventive maintenance.

Ordering Information

ISO/IEC 17025 accredited epMotion® calibration services according to ISO 23783-2:2022

ISO 17025 single-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) as found	0082 030 230
ISO 17025 single-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) with PM	0082 030 232
ISO 17025 single-channel dispensing tool calibration – Professional – 10 measurements per test volume (min, mid, max) as found and as left with PM	0082 030 234
ISO 17025 4-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) as found	0082 030 236
ISO 17025 4-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) with PM	0082 030 237
ISO 17025 4-channel dispensing tool calibration - Professional - 10 measurements per test volume (min, mid, max) as found and as left with PM	0082 030 238
ISO 17025 8-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) as found	0082 030 231
ISO 17025 8-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) with PM	0082 030 233
ISO 17025 8-channel dispensing tool calibration – Professional – 10 measurements per test volume (min, mid, max) as found and as left with PM	0082 030 235
ISO 17025 epMotion 96 Flex - 5 measurements per test volume per head (min, mid, max)	0082 030 022

Note: The abbreviation PM stands for preventive maintenance