



Service of Pure Convenience

Eppendorf Pipette Calibration – Service Agreements

Elevate Your Lab's Performance

Hassle-free with our pipette service agreements

Would you like to benefit from easy service ordering and the ability to set your maintenance, calibration, and repair budgets in advance? Discover our newly designed and flexible agreements options tailored to your needs! Be more efficient and sustainable by reducing your administrative burdens, and streamlining your pipette calibration orders, including those for other brands. We offer a simple service ordering process and competitive pricing with full transparency, and no hidden costs. You benefit from single to multi-year pipette service agreement options that offer greater flexibility in managing your service budget.



PremiumCare Pipette Service Agreements



Discover the freedom and flexibility of our service agreements for manual liquid handling devices. Throughout the contract period, you can submit any device until your limit is reached. Afterwards, you have the option to renew your agreement with a new budget or quantity limit.

PremiumCare Smart

Budget-based Agreement for Academia, Pharma and Healthcare

Service budgets allocated to all pipette service products are ideal when they are tied to a specific project or when you have extra budget available.

PremiumCare Protect

Service Quantity-based Agreement for Pharma and Healthcare

Assured service prices for an agreed service quantity by service product enable you to plan more effectively with consistent costs.



Financial features for enhanced budget planning

| | | |
|---|-------|-------|
| Set budget for a range of pipette services | ■ | |
| Set quantity of specific pipette services | | ■ |
| Prices are based on the valid list price | ■ | |
| Prices are fixed at the start of the service agreement period | | ■ |
| Flexible payment option such as pre-payment, monthly, quarterly | ■ | ■ |
| Spare parts included | ■ | ■ |
| Repair/labor costs covered up (optional) | (■) | (■) |
| Expedited shipping with local provider costs included | ■ | ■ |



Service features for assured reliability and maximized uptime

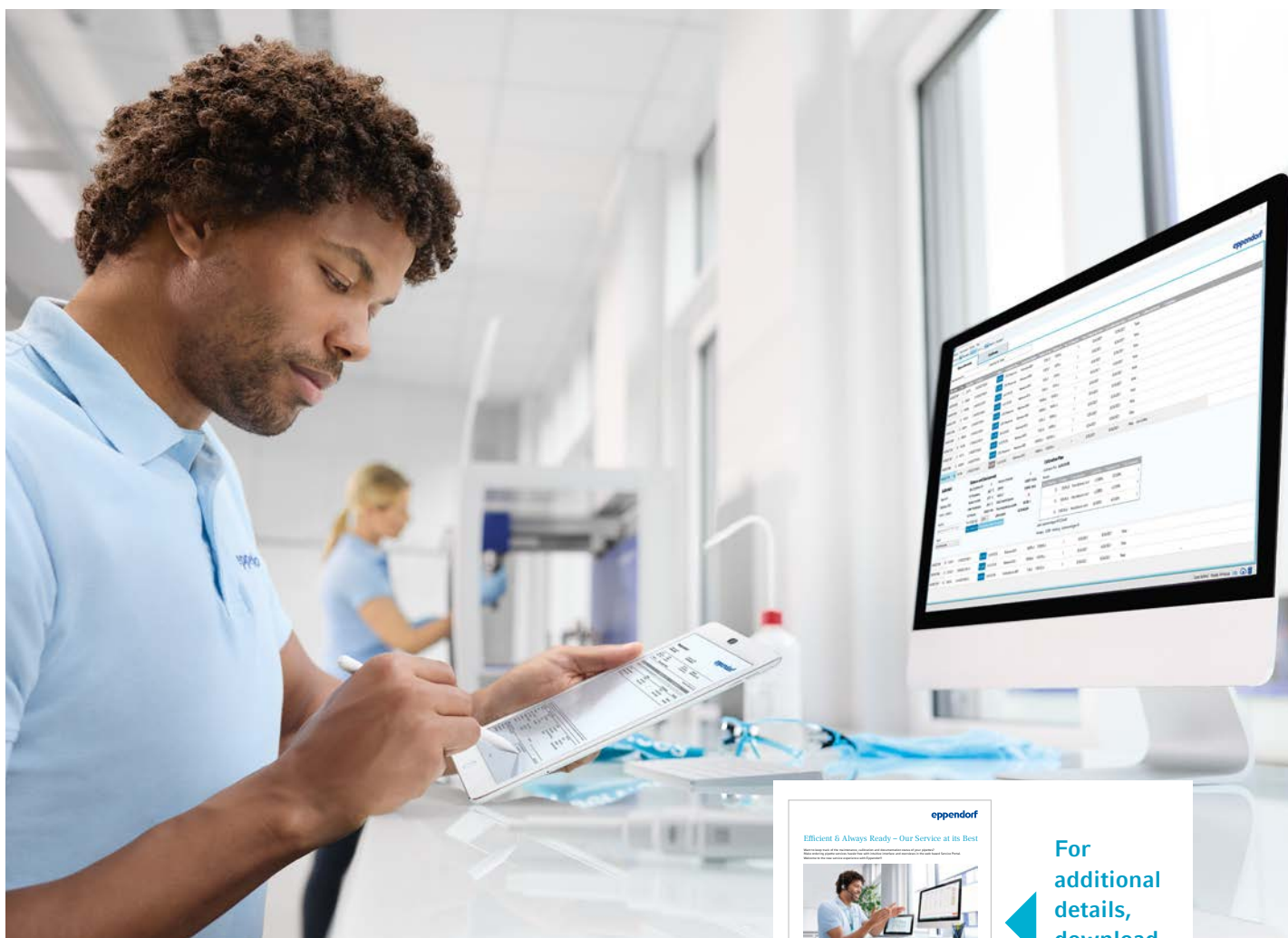
| | | |
|--|---|---|
| Preventive maintenance | ■ | ■ |
| Calibration in accordance with ISO 8655:2022 | ■ | ■ |
| Accredited calibration per ISO/IEC 17025 | ■ | ■ |

Order no. 0082 000 066

Order no. 0082 000 065

Choose our budget based **PremiumCare Smart**, where you can allocate your remaining funds for any service your equipment requires, maximizing your investment until the budget is fully utilized.

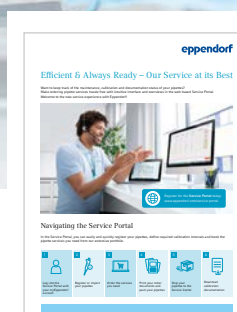
Alternatively, opt for our **PremiumCare Protect** to keep your equipment fleet in top shape with a set number of pipette services – send in any pipette model until your service quota is fulfilled.



The Eppendorf Service Portal

The Eppendorf Service Portal allows users to easily register pipettes and schedule services with reminders from a wide range of options. It provides free cloud-based storage for service data, downloadable calibration protocols, and a comprehensive overview of service status and history,

supporting your sustainability objectives. Users can directly access service orders and receive email updates on service status. A guide assists in selecting suitable service products, and repeat orders are made easier with a copy function.



For
additional
details,
download
this flyer
[here](#)

> For more information about Eppendorf Service
please scan the QR-Code



Why Go for Our PremiumCare Agreements?



Ordering via the Eppendorf Service Portal



External and internal cleaning



Maintenance and repair by the manufacturer

- > **Comprehensive savings:** Benefit from reduced down-times and early detection of wear, optimally maintained devices.
- > **Hassle-free repairs (optional):** No need to approve cost estimates – repairs are fully covered to your agreed extent.
- > **Easy budget and consumption tracking:** Monitor your spending and service consumption through our Eppendorf Service Portal – a self-service dashboard will be available soon.
- > **Simplified coverage:** No worries about which pipettes are under contract – all are covered seamlessly, as the contract is not bound to serial numbers.
- > **Advancing sustainability goals:** Adopt paperless service ordering and digital documentation of service data. Reduce shipping by also sending other brands pipettes to Eppendorf for calibration.
- > **Maintenance, repair, and calibration by the manufacturer:** Enjoy the assurance of expert service directly from Eppendorf for optimal performance of your equipment.



Calibration services by the experts



Next calibration due sticker



Expedited shipping

▶ How to Order:

Contact your local Sales or Service Representative for your customized Pipette Service Agreement offer and order your pipette services through the Eppendorf Service Portal when needed.

More Information on Eppendorf Pipette Services



Video: Future-Proof with Eppendorf Service – Manual Pipettes

> [Watch video](#)



Video: Future-Proof with Eppendorf Service – Electronic Pipettes

> [Watch video](#)



Brochure: Pipette Service Done Right!

> [Download here](#)



Your local distributor: www.eppendorf.com/contact
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eppendorf@eppendorf.com · www.eppendorf.com

eppendorf.link/pipette-service