



Advanced Care – Annual Service Agreement for your Bioprocess Product

Proactive Maintenance. Predictable Planning. Professional Support.

After your warranty or Extended Care period ends, keep your equipment protected with our annual service agreements. Enjoy Advanced Care for continued peace of mind and expert support.

- > **Prevent downtime:** Scheduled preventive maintenance and priority scheduling help you avoid costly disruptions.
- > **Predictable costs:** Discounted repair rates and prepaid maintenance agreements help you manage your budget with confidence.
- > **Certified expertise:** All services are performed by manufacturer-trained professionals using genuine parts.
- > **Flexible coverage:** Agreements can be tailored to your asset needs, with options for additional preventive maintenance visits.

Detailed Benefits for Advanced Care

Benefit	Description
Priority scheduling	✓ Priority scheduling for preventive maintenance and repairs over non-agreement customers
Preventive maintenance	✓ Functional checks, measurements, and verifications of the base controller/modules; travel charges included
Repair coverage	✓ 10% discount on labor, travel, and spare parts in the event of a repair
Remote support	✓ Unlimited remote hotline support, triage, and repair diagnosis; direct access to technical experts
Priority response	✓ Priority intervention for repairs
Cost management	✓ Predictable costs for preventive maintenance, with discounts provided on repairs
Additional discounts	✓ 10 % off additional labor services and non-repair spare parts
Asset-based coverage	✓ Agreement offered per controller/module; extra preventive maintenance visits can be added to the quote if needed

Additional Value

- > **Supplemental visits:** Additional preventive maintenance visits can be quoted and scheduled as needed.
- > **Asset-specific agreements:** Coverage can be matched to each controller or module in your process.
- > **Clear documentation:** All work performed by professionals certified to Eppendorf standards, with comprehensive documentation supporting your compliance.

Contact us

Would you like to get more information about our service offerings or discuss your individual requirements?
Get in touch, we are all ears!

Email us: bioprocess-info@eppendorf.de

Visit our website: www.eppendorf.group/services-bioprocess

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