



Extended Care – Warranty Upgrade for your Bioprocess Product

Protect your investment. Maximize uptime. Simplify service.

Starting after installation, with Extended Care, you gain peace of mind knowing your equipment is protected and maintained at a predictable cost. Our plan offers expert maintenance and reliability solutions, all tailored to give you full control over your maintenance budget. Experience the benefits of Extended Care and safeguard against unforeseen costs and stay fully protected to maximize uptime of your equipment.

- > **Peace of mind:** Extended Care provides 24 months of comprehensive coverage, eliminating unexpected repair costs and ensuring your equipment operates at peak performance from day one.
- > **Cost control:** Lock in service costs and receive a discount compared to standard service agreements, making budgeting predictable and straightforward.
- > **Proactive support:** Enjoy priority scheduling, remote support, and annual preventive maintenance—helping you avoid costly downtime and disruptions.
- > **Expert partnership:** Benefit from manufacturer-certified service, refresher training, and direct access to technical experts.

Extended Care: Additional benefits beyond standard warranty

Benefit	Description
24 month coverage	✓ No unexpected repair costs for two years—coverage starts at installation
Priority scheduling	✓ Priority scheduling for preventive maintenance and repairs over non-agreement customers
Annual preventive maintenance	✓ Functional checks, measurements, and verifications of the base controller/modules; travel charges included
Full repair coverage	✓ 100% discount on labor, travel, and spare parts for covered repairs; full cost control*
Time savings/no hassle repairs	✓ No quotes or purchase orders needed for covered repairs—saving you time and effort
Remote support	✓ Unlimited remote hotline support, triage, and repair diagnosis; direct access to technical experts
Priority response	✓ Priority intervention for repairs
Product training	✓ One refresher training session per year included
Additional discounts	✓ 10 % off additional labor services and non-repair spare parts
Cost management	✓ Agreement is prepaid, with built-in discounts for other services; predictable budgeting
Asset-based coverage	✓ Agreement offered per controller/module; extra preventive maintenance visits can be added to the quote if needed

* Does not cover 3rd party products and Eppendorf consumables and wear parts.

Additional Value

- > **Enhance performance and minimize downtime:** Services and coverage starting in year one. Our Extended Care agreement is designed to keep your equipment running smoothly, reducing the risk of unexpected downtime and costly repairs.
- > **Regular equipment inspections:** Stay ahead of potential issues with scheduled cleaning and testing of both mechanical and electronic components.
- > **Thorough operational testing:** We conduct detailed tests to pinpoint and resolve equipment problems, ensuring repairs are effective and your systems are functioning optimally.
- > **Clear documentation:** All work performed by professionals certified to Eppendorf standards, with comprehensive documentation supporting your compliance.
- > **Global support:** Wherever you are, Eppendorf's technical and applications teams are ready to assist.

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

Your local distributor: www.eppendorf.com/contact
Eppendorf SE · Barkhausenweg 1 · 22339 Hamburg · Germany
eppendorf@eppendorf.com · www.eppendorf.com

www.eppendorf.com/bioprocess