



Premium Care – Annual Service Agreement for your Bioprocess Product

Total peace of mind. Maximum uptime. All-inclusive service.

After your warranty or Extended Care period ends, keep your equipment protected with our annual service agreements. Premium Care offers complete cost control and maximum uptime for your bioprocess equipment, covering the labor, travel, and parts for all repairs. Enjoy peace of mind knowing your system is maintained by certified experts, with priority scheduling, proactive maintenance, and the fastest response times. With one predictable price, you can focus on your work while we handle everything needed to keep your operations running smoothly and help you meet your quality needs.

- > **Full cost control:** All repair costs, labor, spare parts, and travel are covered for maximum financial predictability.
- > **Proactive maintenance:** Annual preventive maintenance to keep your equipment performing at its best.
- > **Priority response:** Enjoy the fastest repair response times and priority scheduling for all service needs.
- > **Comprehensive support:** Includes yearly product refresher training and remote technical support.

Detailed Benefits for Premium 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
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
Cost management	✓ Predictable costs for maintenance and 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

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

Additional Value

- > **Enhance performance and minimize downtime:** Our Premium Care agreement is designed to keep your equipment running smoothly, reducing the risk of unexpected downtime and costly repairs.
- > **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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