

Efficient & Always Ready – Our Service at its Best

Want to keep track of the maintenance, calibration and documentation status of your pipettes?
Make ordering pipette services hassle-free with intuitive interface and overviews in the web-based Service Portal.
Welcome to the new service experience with Eppendorf!



Navigating the Service Portal

In the Service Portal, you can easily and quickly register your pipettes, define required calibration intervals and book the pipette services you need from our extensive portfolio.

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Log into the Service Portal with your myEppendorf account
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Register or import your pipettes
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Order the services you need
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Print your order documents and pack your pipettes
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Ship your pipettes to the Service Center
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Download calibration documentation

Keeping Track of Your Calibration Needs in the Service Portal

- > Free cloud-based backup of your pipette inventory service data
- > Define calibration intervals with reminders for upcoming services
- > Overview of the status and history of your services
- > Selection guide for the right service products based on your requirements
- > Convenient, fast and intuitive online booking of pipette services
- > Direct access to your service orders and documents
- > Status notification by email about the processing steps of your pipettes in the service center
- > Cost estimates can be answered in the Service Portal
- > Paper-saving downloads of digital calibration protocols and certificates for orders via the Service Portal
- > Facilitation of repeat orders through new copy function

Welcome to the service portal,
it's pipette service time!

Upcoming Services

Asset Serial Number	Inventory Number	Next Service	Status
N15114D	JAM-152	01.03.24	DUMMY
O10479E	JAM-150	31.01.24	VERIFIED
O11172E	JAM-147	01.03.24	CALIBED
O21339E	JAM-146	29.02.24	DUMMY

Placed Orders

Order Number	Customer Order Number	Order Status
DE-13	Order01	SUBMITTED
DE-14	Order02	SUBMITTED

Overview of upcoming services

Asset Serial Number	Inventory Number	Material Description	Device Type	Last Service	Next Service	Calibration Interval (months)	Status
5678910	JAM-158	Dispensing Tool 08 C	epMedion Tool	13.12.22	13.12.23	12	SUBMITTED
H589034D	JAM-157	Eppendorf Reference 2 plus 5-10µl	Pipette		12		SUBMITTED
R14130G	JAM-156	Eppendorf Reference 2 100-100µl	Pipette		12		SUBMITTED
H23477D	JAM-155	Eppendorf Reference 2 0,25-2,5µl	Pipette		3		SUBMITTED
O10862D	JAM-154	Eppendorf Reference 2 BASIC 100-100µl	Pipette		6		CALIBED
L10223D	JAM-153	Eppendorf Reference 2 BASIC 10-100µl	Pipette		12		SUBMITTED
N15114D	JAM-152	Eppendorf Reference 2 0,5-5µl	Pipette		3		DUMMY
O10523E	JAM-151	Eppendorf Reference 2 0,5-10µl (mid grey)	Pipette		12		SUBMITTED
O10479E	JAM-150	Eppendorf Reference 2 0,5-10µl (mid grey)	Pipette		12		VERIFIED
M40631E	JAM-149	Eppendorf Reference 2 100-100µl	Pipette		3		SUBMITTED

Overview of the current service status of your pipettes

Register your pipettes in the Service Portal for a convenient pipette service ordering process:
www.eppendorf.com/service-portal

To find out more about our pipette service, visit:
www.eppendorf.com/pipette-service

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

www.eppendorf.com/service