

epServices
for premium performance

epMotion[®] Training & Applications

Eppendorf Support: Optimize your epMotion methods to their maximum level of performance



Boost Your *epMotion*[®] User Competence and Keep Your Instrument at Peak Performance for Best Results.



Standard to 21 CFR Part 11 Compliant Automation

Are you interested in simple and reliable ways to automate routine liquid handling tasks with the *epMotion* automated liquid handling system? Do you need to learn about automated pipetting according FDA 21 CFR Part 11, EU GMP Annex 11, GLP, GAMP5 regulations? Eppendorf provides seminars and workshops that allow participants the opportunity to gather basic knowledge or develop more advanced skills like audit trail, electronic signature and data storage.

Eppendorf Training Center

The various classroom seminars and workshops combine both theory and practical sessions in which you will receive individual attention and practical hands-on experience. You will experience our ready-to-go applications with the *epMotion* as well as hands-on programming your own methods. In addition, you will receive comprehensive training material and a certificate to prove your successful participation.

***epMotion* Performance Plans**

Particular if you have invested in automating a highly sensitive application, you want to keep your instrument and tools operating at their peak for optimal results. When it comes to maintaining accuracy and reproducibility over the long term, preventive maintenance and certification services such as IQ/OQ and tool calibration are indispensable. Our services include inspection, cleaning, lubrication, partial overhauls, calibration and any necessary adjustments according to system specifications.



Do You Need Our Expertise
for Automating Protocols?



Automated Pipetting – difficult Application?

Are you having trouble with a protocol or are not sure how to optimize your automated application? We are happy to advise and assist you with your application. Eppendorf offers various application support services for *epMotion* users with low to high throughput experiments. Our network of highly skilled and extensively trained In-field automation specialist are available for intense application training and support after installation of your *epMotion* and during the setup of your own advanced methods.

Knowledge Base and Applications

Various Application Notes, User Guides, FAQs, and videos are available on our website, more ready-to-go methods, labware and software updates are available for downloading from our VIP login web page.

> www.epMotion.com

Application Support Terms

Eppendorf will provide the on-site support to program your *epMotion* methods for a single application as well as optimize all liquid classes needed for the application to the best of the instruments capability. An initial in-house feasibility test is performed. Upon completion of the method on the customer's *epMotion*, the application will be approved by the user.

| Ordering information for epMotion® Application Support, Seminars and Training offers | Order no. International |
|--|--|
| Field Application Support Level 1* > Covers standard application | 0082 030 160 |
| Field Application Support Level 2* > Covers advanced application | 0082 030 161 |
| Field Application Support Level 3* > Covers very complex applications, where an initial suitability test must be performed | 0082 030 162 |
| Liquid Class Optimization* > Initial inspection of the liquid > Adjustment of liquid class parameters > Confirmation that liquid is handled to the best of the instrument's capability | 0082 030 169 |
| On-site Training > epMotion® 5070 introductory training: epBlue™ software programming and usage, hardware functionalities, etc. > epMotion® 5073 introductory training: epBlue™ software programming and usage, hardware functionalities, etc. > epMotion® 5075 introductory training: epBlue™ software programming and usage, hardware functionalities, etc. > epMotion® GxP software - two days training | 0082 030 095 0082 030 125 0082 030 155 5075 005 263 |
| In-house Seminars and Training > epMotion® Compact Course - two days: principles of automated dispensing systems, overview of epMotion® systems and application examples, hands-on > epMotion® GxP Course - two days: overview of regulations and laws in validated laboratory environments (GLP, GAMP 5, 21 CFR Part 11), basics of validated working with epMotion®, overview on: audit trail, electronic signature, archiving, barcode ID reader, hands-on | on request on request |

*Our In-Field Application Specialist accomplishes the programming, optimization and/or support of an application project beyond the scope covered in the seminars and training. The application contract does not include or guarantee the generation of application relevant data. All equipment (epMotion® and tools must be within calibration and in good working condition prior to the initiation of the support agreement. All liquids/reagents and consumables (tips, plates, tubes etc.) needed must be provided by the user. Travel costs for the In Field Application Specialist are subject to local Eppendorf business conditions.

For additional information, requests and local offers, also on maintenance and certification services refer to www.eppendorf.com/epServices. Eppendorf Training Center offers are only available in selected countries and the services offered may vary.

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