

epServices
for premium performance

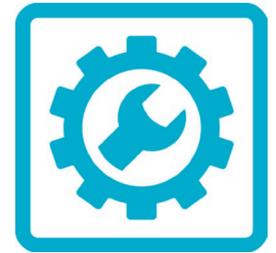


Keep Your Process in Motion

Eppendorf Support: epMotion® Performance and Application Support Plans



epMotion® Service Agreements



epMotion and its dispensing tools are precision instruments. As such, they should be regularly maintained and calibrated, which will help ensure continuing high accuracy, precision and reproducibility. Our Performance Plans will help you maintain premium performance of your epMotion over an extended period of time. Our services include all function tests, calibration and adjustment services needed for Installation and Operational Qualification (IQ/OQ).

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus	Dispensing Tool***
Order Number for epMotion® 5070	0082030105	0082030107	0082030102	
Order Number for epMotion® 5073	0082030106	0082030108	0082030103	
Order Number for epMotion® 5075	0082030073	0082030075	0082030071	
RENTAL (epMotion® 1-ch Tool)		Includes annual dispensing tool calibration		0050600263
RENTAL (epMotion® 8-ch Tool)		Includes annual dispensing tool calibration		0050600267
Cleaning & Maintenance				
Cleaning of housing accessories	√	√	√	
Checking epMotion® for external visible damages	√	√	√	
Software update^*	√	√	√	
Functional Check				
Tip ejector, level sensor and carrier	√	√	√	
Barcode Reader with epBlue™ ID*	√	√	√	
Thermal modules* and vacuum chamber*	√	√	√	
TMX module*/TMX module w. Magnetic Finger module*	√	√	√	
UV light/CleanCap (HEPA Filter)*	√	√	√	
Verification				
Calibration/adjustment of level sensor and carrier	√	√	√	
Calibration/adjustment of vacuum chamber*	√	√	√	
Verification of operating parameters acc. to specifications	√	√	√	
Documentation				
Check List provided	√	√	√	
Dated service sticker to confirm Eppendorf service	√	√	√	
Report and Certificate	√	√	√	
Contract Period - 12 Months				
Number of preventive services included	2	2	2	
Price**				
Cost of repairs/parts replacement outside scope of preventive maintenance visit (where Eppendorf product warranty has expired)	20% discount on all repair parts, labour and travel costs and 20% off dispensing tool calibration and supply of tool loaner units.	Includes all repair parts, labour and travel costs and all annual dispensing tool calibration and supply of tool loaner units.		

* Where feature is present.

^ Done in consultation with the engineer to determine necessity. Improved software functionality to assist with optimisation and application creation; updated labware file database; new pipetting options; and more. Note that further training, protocol optimisation and Application Support may be required.

** Prices exclude GST. Additional travel charges may apply for non-metro services.

*** Calibration carried out as per manufacturers specifications / ISO specifications in ISO 17025 accredited facility. Calibration with 10 measurements at three test volumes. Measurement report and service summary report provided with every service job. Response time (3 days in house). Calibration label. Return delivery included (excludes NZ).

epMotion® Application Support Plans



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 specialists are available for intense application training and support after installation of your epMotion and during the setup of your own advanced methods.

epMotion® Application Support	Essential	Advanced	epMotion® New User Training	epMotion® Protocol Creation / Optimisation
Order Number for epMotion® Application Support	0082030096	0082030156		0082100039
Intro user training: epMotion 5070			0082030095	
Intro user training: epMotion 5073			0082030125	
Intro user training: epMotion 5075			0082030155	
New User / Refresher Training	2 per annum*	4 per annum*	1 Day*	N/A
epBlue software programming	√	√	√	
Method creation training	√	√	√	
Access control and user level management	√	√	√	
epMotion® maintenance	√	√	√	
Call out/on-site protocol optimisation	4 call outs^	Unlimited^	N/A	1 Day*
Liquid class optimisation	√	√		√
Method Creation	√	√		√
Protocol optimisation	√	√		√
Contract Period	12 Months	12 Months	N/A	N/A

* Maximum of 8 people

^ Maximum of 8 hours per call out or day

** Additional travel charges may apply for non-metro services.

Order numbers for additional services:

- > 1-chan. dispensing tool calibration 0050 600 255
- > 8-chan. dispensing tool calibration 0050 600 259
- > Loan Tool Service Available

Visit www.eppendorf.com/epServices for information on services for epMotion GxP and epMotion 96.

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