

**epServices**  
for premium performance



## The Full Eppendorf Service Experience – Now Also for Ultra- and High-Speed Centrifuges

### Your lab instruments in perfect order and qualified with Eppendorf Services

How much effort do you expend taking care of your lab instruments to ensure valuable uptime and prove that they deliver reproducible results? And how much time and effort would it cost you to repeat a year of lab work if your results

were unreliable? Let Eppendorf take responsibility for maintaining and qualifying your laboratory instruments on a regular basis for many years of productive and reliable operation.

### Service & Support for Centrifuges

#### Micro-Ultracentrifuge



#### Ultracentrifuge



#### High-Speed Centrifuge





»We accompany you every step of the way – from installation and maintenance of your lab instruments to support in meeting quality and regulatory requirements.«

## Get Peace of Mind

### Qualified services from Eppendorf

With just one phone call or service request through our webpage you can access our network of highly skilled service professionals.

Our qualified service staff ensures timely and accurate solutions are provided with professional guidance and care.

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### From service agreements to on-demand services

You can choose from our comprehensive service portfolio to best suit your uptime requirements and budgetary needs while meeting national and international compliance norms and regulations.

Our manufacturer-trained service experts maintain the good working condition of your lab equipment throughout its full life cycle. This helps you concentrate on achieving the reliable results you are looking for.

# The Full Value

We are committed to providing reliable services and tools. This includes a comprehensive range of carefully designed service solutions performed by our dedicated technical service teams worldwide. Eppendorf offers a range of

preventive maintenance and qualification services and service agreement options for consistent instrument performance as well as confidence in their safe operation.

## On-demand Services



### Installation Service

Installation and commissioning performed by an Eppendorf service technician.



### IQ/OQ GxP

For customers working in regulated environments we offer our specifically created and revised Installation Qualification and Operational Qualification services including GxP-compliant documentation. These services provide you with qualified assurance that your instrument functions correctly and in accordance with manufacturers' specifications.



### Preventive Maintenance

Our professional maintenance services are aimed at the prevention of unexpected downtimes and failures through early detection of problems. Keeping your instruments in perfect working order extends their service life and increases your productivity.

## Agreements



### AdvancedCare

Includes a full annual preventive maintenance service program for assuring instrument reliability and uptime; 20% discount on parts, labor and travel; 10% discount on additional services (e.g., IQ/OQ) during the agreement period.

### PremiumCare

Includes a full annual preventive maintenance service program for assuring instrument reliability and uptime; unlimited travel, spare parts and labor on repairs included in the agreement; 10% discount on additional services (e.g., IQ/OQ) during the agreement period.



### Extended Warranty plus

In the event of a necessary repair, wear and repair parts, labor and travel costs are included. Additionally, a full preventive maintenance service, priority support and a yearly software update (where applicable) are included. A 10% discount is given within the same service agreement on additional services (e.g., IQ/OQ).

### Extended Warranty

In the event of a necessary repair, wear parts, labor and travel costs are included.

# Your Needs – Our Solutions

Choose from cost-efficient to all-inclusive care packages and on-demand services

## Ordering information

Agreement	AdvancedCare	PremiumCare	1 Year Extended Warranty <sup>1</sup>	1 Year Extended Warranty plus <sup>2</sup>
High-Speed Centrifuge	0082 029 327	0082 029 321	0082 029 341	0082 029 347
Micro-Ultracentrifuge	0082 029 328	0082 029 319	0082 029 339	0082 029 345
Ultracentrifuge	0082 029 326	0082 029 320	0082 029 340	0082 029 346

<sup>1</sup> Purchased once within the standard warranty period. Valid for one year following the standard warranty period.

<sup>2</sup> Purchased within the standard and extended warranty period. Valid following the standard warranty period.

On-demand services	Installation Service	IQ/OQ GxP	OQ GxP	Preventive Maintenance
High-Speed Centrifuge	0082 029 211	0082 029 221	0082 029 227	0082 029 251
Micro-Ultracentrifuge	0082 029 210	0082 029 220	0082 029 226	0082 029 250
Ultracentrifuge	0082 029 210	0082 029 220	0082 029 226	0082 029 250

**Information:** Our service offers may differ by country. Please contact your local service representative for more information.

## Start Separation at Ease

Discover the complete centrifugation range from Eppendorf





Find more info here

**Your local distributor:** [www.eppendorf.com/contact](http://www.eppendorf.com/contact)  
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[www.eppendorf.com/epServices](http://www.eppendorf.com/epServices)