**Mastercycler®**

**Mastercycler Performance Plans**
To ensure your instrument is operating consistently at peak performance and to guarantee reproducible results over an extended period of time, we offer service programs to meet your needs. Our maintenance service is a prerequisite for temperature verification of the cycler. The exact adjustment of defined temperatures is critical for reproducible results. Our certification services can support your Quality Management requirements by Installation Qualification (IQ) and Operational Qualification (OQ) in accordance with manufacturer specifications to guarantee the precise function of the instrument.

With our Performance Plans options we will make sure that your instruments are in good working condition by professional maintenance and certification service from the manufacturer.

**IQ/OQ Services**
Installation Qualification & Operational Qualification services assure that instrumentation is installed and running according to manufacturer specifications. IQ/OQ documentation is supplied to help prepare for quality and regulatory audits.

- **ADVANCED MAINTENANCE**
  Preventive maintenance service to meet manufacturer specifications

- **ESSENTIAL CHECK**
  Check of all fundamental functions of the product

Keep operating – with absolute confidence
## Mastercycler® Performance Plans

<table>
<thead>
<tr>
<th>Performance Plans</th>
<th>ESSENTIAL CHECK</th>
<th>ADVANCED MAINTENANCE</th>
<th>PREMIUM SERVICE¹</th>
<th>Installation Qualification (IQ)</th>
<th>Operational Qualification (OQ)</th>
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<tbody>
<tr>
<td>Catalog No. for Mastercycler gradient/personal</td>
<td>0082040033 $390.00</td>
<td>0082040034 $595.00</td>
<td>0082040035 $3,250.00</td>
<td>0082040037 $958.00</td>
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<td>List USD</td>
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### External Checks & Maintenance
- Cleaning of MC module
- Visual check of housing
- Cleaning of heated lid/realplex module (if applicable)
- Visual check of accessories
- Cleaning of internal parts and assemblies
- Visual check of internal parts and assemblies
- Visual check of electrical connection (incl. mains power)
- Software update

### Internal Equipment & Fittings
- Temperature verification
- Background calibration and color calibration of realplex module
- realplex module adjustment and verification with RCSW

### Functional Check
- Check of delivery
- Instrument set-up and initial operation
- Instruction of the user
- LED, display and keyboard check
- Check USB-interface
- Check touchscreen
- Check of thermoblock
- Check of heated lid
- Check of realplex module (if applicable)
- Check of fan(s)
- Check of realplex module (if applicable)
- Temperature verification
- Background calibration and color calibration of realplex module
- realplex module adjustment and verification with RCSW

### Memory
- Evaluation of stored data

### Documentation
- Check List provided
- Dated service sticker to confirm Eppendorf service
- IQ Report and Certificate
- OQ Report and Certificate

### Supporting Information
- Travel
- Time/Labor
- Additional parts

**Additional catalog number for combined Installation and Operational Qualification (IQ/OQ) services is listed below. Travel and labor are included. Additional parts are not included.**

> Mastercycler gradient/personal: 0082040039, List USD $1,185.00
> Mastercycler pro/nexus/X50: 0082040049, List USD $1,185.00

¹ All Premium Service, unless technically impossible is performed on-site.

### Field Service Only

<table>
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<th>Advantage OS</th>
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<tr>
<td>Mastercycler systems²</td>
<td>901513616</td>
<td>$1,892.00</td>
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</table>

² Advantage OS not available for realplex or classic model 533X.