



Cell Manipulation Instrument

Cell Manipulation Performance Plans

From our knowledgeable Sales and Field Application Specialists to our trained Customer Service and Technical Service Group, our entire team demonstrates a passion for helping you achieve success with your cell manipulation work. Our combination of excellent products and service will prepare you for optimal performance.

With our Performance Plans options we will ensure that your instruments are in good working condition by professional inspection and maintenance service including the exchange of parts due to wear and tear.

Installation Qualification and Operational Qualification (IQ/OQ) services assure that your Eppendorf cell manipulation instruments are delivered, installed, and consistently operating at peak performance to manufacturer specifications.

Precise and accurate instruments will further improve your Cell Manipulation success!

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

eppendorf	
Performance tested on	
Model:	_____
Serial no.:	_____
Serviced by:	_____
Service no.:	_____
Next service:	_____
Date:	_____
epServices <small>for premium performance</small>	

Cell Manipulation Performance Plans

Performance Plans	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)
Catalog No. for Electroporators/Multiporators	0082010003	0082010004	0082010005	0082010007	0082010008
Catalog No. for Microinjectors/Micromanipulators	0082010013	0082010014	0082010015	0082010017	0082010018
External Checks & Maintenance					
Cleaning of housing	■	■	■		
Checking of keyboard		■	■		■
Visual inspection of display		■	■		■
Stability test	■	■	■		
Internal Equipment & Fittings					
Cleaning of internal assemblies		■	■		
Leak-tightness test (CellTram/FemtoJet)	■	■	■		■
Oil exchange (CellTram Oil/vario)	■	■	■		
Inspection of contacts (Electroporator)		■	■		■
Software upgrade		■	■		
Functional check					
Check of delivery				■	
Instrument set-up and initial operation				■	
Instruction of user				■	
Motor module test (Micromanipulator)	■	■	■		■
System test	■	■	■		■
Memory					
Analysis of error statistics	■	■	■		■
Documentation					
Check List provided	■	■	■		
Dated service sticker to confirm Eppendorf service	■	■	■	■	■
IQ Report and Certificate				■	
OQ Report and Certificate					■
Supporting Information					
Shipping	not included	not included	included	included ¹	not included
Time/Labor	included	included	included	included	included
Additional parts	not included	not included	included	not included	not included

Additional catalog numbers for combined Installation and Operational Qualification (IQ/OQ) services are listed below.

Travel and labor are included. Additional parts are not included.

> for Electroporators/Multiporators: 0082010009

> for Microinjectors/Micromanipulators: 0082010019

¹ Performed on-site includes travel.

Extended Warranty		Catalog No.	Service Center Only	
Flat Fee Repair Service			Catalog No.	
Electroporator/ Multiporator		901510656	Eporator	901513606
Micromanipulator (TransferMan 4m/r, NK2, NP2)		901510739	Multiporator	901513608
Micromanipulator (InjectMan 4, NI2)		901510741	Micromanipulator (TransferMan 4r/m, NK2, NP2)	901513610
Microinjector		901513335	Micromanipulator (InjectMan 2, NI2)	901513612
			Microinjector	901513614

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