



epServices  
for premium performance

# 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 you 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.

Keep operating – with absolute confidence

## 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: \_\_\_\_\_

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# Mastercycler® Performance Plans

Performance Plans	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE <sup>1</sup>	Installation Qualification (IQ)	Operational Qualification (OQ)
Catalog No. for Mastercycler gradient/personal	0082040033	0082040034	0082040035	0082040037	0082040038
Catalog No. for Mastercycler pro/nexus/X50	0082040043	0082040044	0082040045	0082040047	0082040048
<b>External Checks &amp; Maintenance</b>					
Cleaning of MC module		■	■		
Visual check of housing	■	■	■		
Cleaning of heated lid/ <i>realplex</i> module (if applicable)		■	■		
Visual check of accessories		■	■		
<b>Internal Equipment &amp; Fittings</b>					
Cleaning of internal parts and assemblies		■	■		
Visual check of internal parts and assemblies		■	■		
Visual check of electrical connection (incl. mains power)		■	■		
Software update		■	■		
<b>Functional Check</b>					
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 <i>realplex</i> module (if applicable)	■	■	■	■	■
Check of fan(s)	■	■	■	■	■
Temperature verification		■	■	■	■
Background calibration and color calibration of <i>realplex</i> module		■	■ <sup>3</sup>		
<i>realplex</i> module adjustment and verification with RCSW		■	■		
<b>Memory</b>					
Evaluation of stored data		■	■		
<b>Documentation</b>					
Check List provided	■	■	■		
Dated service sticker to confirm Eppendorf service	■	■	■	■	■
IQ Report and Certificate				■	
OQ Report and Certificate					■
<b>Supporting Information</b>					
Travel	not included	not included	included	included	not included
Time/Labor	included	included	included	included	included
Additional parts	not included	not included	included	not included	not included

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

> Mastercycler pro/nexus/X50: 0082040049

<sup>1</sup> All Premium Service, unless technically impossible is performed on-site.

### Field Service Only

Advantage OS	Catalog No.
Mastercycler systems <sup>2</sup>	901513616

<sup>2</sup> Advantage OS not available for *realplex* or classic model 533X.

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