



epServices
for premium performance

Eppendorf ThermoMixer®/ ThermoStat

Temperature Control and Mixing Performance Plans

The right heating, cooling and mixing conditions are made very easy with our Temperature Control and Mixing instruments. We also understand that slight deviations in temperature and mixing frequency of your samples can affect their reaction conditions and may lead to non-reproducible results.

To guarantee you the precise function of the instrument we offer manufacturer designed maintenance services. Our certification services support your Quality Management requirements with Installation Qualification (IQ) and Operational Qualification (OQ) in accordance with manufacturer specifications.

We care for your sample – with our mix of services

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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Sample Preparation Instrument Performance Plans

Performance Plans	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE ¹	Installation Qualification (IQ)	Operational Qualification (OQ)
Catalog No. for ThermoMixer/ThermoStat/MixMate	0082100003	0082100004	0082100005	0082100007	0082100008
External Checks & Maintenance					
Cleaning of housing		■	■		
Visual check of housing	■	■	■		
Visual check of plate holder		■	■		
Cleaning of accessories		■	■		
Visual check of accessories	■	■	■		
Internal Equipment & Fittings					
Cleaning of internal parts and assemblies		■	■		
Visual check of internal parts and assemblies		■	■		
Visual check of electrical connection		■	■		
Functional check					
Check of delivery				■	
Instrument set-up and initial operation				■	
Instruction of user				■	
LED, display, and keyboard check		■	■		
Check of vortex sensor		■	■		
Functional check with service functions		■	■		
Check of SmartBlock or exchangeable thermoblock detection	■	■	■		■
Check of mixing, heating, cooling, and vortexing ²	■	■	■		
Check and measurement of mixing, heating, cooling, and vortexing ²					■
Check of overload protection		■	■		
Check of fans		■	■		
Check of ThermoTop detection		■	■		
Check of timer					■
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	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.

0082100009

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

² Where feature is present.

Extended Warranty	Catalog No.
ThermoMixer/Stat/MixMate	901513556
Vacufuge (Any system)	901510672

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