ep*Services*
for premium performance

ep*Motion*®

ep*Motion* Performance Plans

ep*Motion* and its dispensing tools are precision instruments. As such, they should be regularly maintained and calibrated, which will help ensure continuing high accuracy, precision and reproducibility.

With our Performance Plans options we help you maintain premium performance of your ep*Motion* over an extended period of time. Our qualified service technicians will take care of your instrument.

Our Certification Services include all function tests, calibration and adjustment services needed for Installation and Operational Qualification (IQ/OQ) of your instrument.

Dispensing Tools Calibration

Calibration of the dispensing tools are based on ISO 8655, supporting your GLP documentation.

Keep your process in motion!

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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ep*Motion* Performance Plans

Performance Plans	■ ESSENTIAL CHECK	■ ADVANCED MAINTE-NANCE	■ PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)[1]
Group 1 – ep*Motion* 5070	0082030013	0082030014	0082030015	0082030017	0082030018
Group 2 – ep*Motion* 5073	0082030033	0082030034	0082030035	0082030037	0082030038
Group 3 – ep*Motion* 5075	0082030023	0082030024	0082030025	0082030027	0082030028
Cleaning and Maintenance					
Cleaning of housing/accessories	■	■	■		
Checking ep*Motion* for external visible damages	■	■	■	■	■
Exchange of CAN bus cables/O-rings of dispensing tools		■	■		
Software update[2]	■	■	■		■
Tool Calibrations included	–	4	6	–	4
Functional Check					
Instrument set-up, initial operation, instruction of user				■	
Tip ejector, level sensor and carrier	■	■	■		■
Barcode Scanner with epBlue™ ID[2]	■	■	■		
Thermal modules[2] and vacuum chamber[2]	■	■	■	■	■
TMX module/TMX module with Magnetic Finger module[2]	■	■	■	■	■
UV light/CleanCap (HEPA Filter)[2]	■	■	■	■	■
Memory					
Evaluation of stored data		■	■		
Verification					
Calibration/adjustment of level sensor and carrier		■	■	■	■
Calibration/adjustment of vacuum chamber and modules[2]		■	■		
Verification of operating parameters acc. to specifications					■ [3]
Documentation					
Check List provided	■	■	■		
Dated service sticker to confirm Eppendorf service	■	■	■	■	■
IQ Report and Certificate				■	
OQ Report and Certificate					■
Supporting Information					
Application Support visit if needed	not included	not included	included	not included	not included
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 numbers for combined Installation and Operational Qualification (IQ/OQ) and GxP services are listed below.

Travel and labor are included. 4 tool calibrations are included.

Additional parts are not included.

> IQ/OQ for 5070: 0082030019
> IQ/OQ for 5073: 0082030039
> IQ/OQ for 5075: 0082030029
> IQ/OQ for 5070 GxP: 901510581; (OQ for 5070 GxP: 901513646)
> IQ/OQ for 5073 GxP: 901513642; (OQ for 5073 GxP: 901513648)
> IQ/OQ for 5075 GxP: 901513644; (OQ for 5075 GxP: 901513650)

[1] Non GxP, for GxP see table above.
[2] Where feature is present.
[3] The detailed certification service contents are listed in the OQ Report.

Field Service Only

Advantage OS	Catalog No.
5070	901513580
5073	901513582
5075	901513584

Advantage OS

An easy-to-use value packaged service option to help plan in advance and protect the system. Advantage OS provides parts, labor, and travel for 2 visits; an Advanced Maintenance and a single repair visit within the year.

ep*Motion* Performance Plans

ep*Motion* Tool Calibration Service Summary	ep*Motion* Tool Certification	ep*Motion* Tool GLP/ GMP Custom
Single-channel pipetting tool[2] Catalog No.	**901510597**	**901510600**
List USD (shipping not included)	(includes 4/4/4 as returned only)	plus $1 per extra reading (901510603)
Multichannel pipetting tool[2] Catalog No.	**901510599**	**901510602**
List USD (shipping not included)	(includes 4/4/4 as returned only)	plus $1 per extra reading (901510603)
Procedures		
Internal/external inspection and cleaning of pipetting tool	Yes	Yes
Replacement of worn or broken parts[2]	Yes	Yes
Pipette calibration performed using NIST-traceable, semi-micro (0.00001 g) balance[3]	Yes	Yes
Number of measuring points:		As requested, based on customer requirements; may include "as found" data. Min 4/channel Max 10/channel
single-channel tool	4 low/mid/high	
multichannel tool	4 low/mid/high per channel	
Individual weighing results (measured/recorded):	Yes	Yes
Mean volume, inaccuracy and imprecision values measured and recorded	Yes	Yes
Calibration label applied to pipetting tool	Yes	Yes
Calibration report supplied	Yes	Yes

[2] Spare parts additional if needed.
[3] Calibrations are performed to ISO 8655 standards.

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