

epServices
for premium performance



The Full Eppendorf Service Experience – Now Also for Himac Products

Your lab instruments in perfect order and qualified with Eppendorf Services

How much effort do you expect taking care of your lab instruments to ensure valuable uptime and prove that they deliver reproducible results? And how much time and effort would it cost you to repeat a year of lab work when your

results are unreliable? Let Eppendorf be responsible for maintaining and qualifying your laboratory instruments on a regular basis for many years of productive and reliable operation.

Service & Support for Himac Floorstanding and Ultracentrifuges



Ultracentrifuges



Floorstanding centrifuges



himac
proud new member
of the Eppendorf
Group



Get Peace of Mind

Get qualified service for your Himac Floorstanding or Ultracentrifuge

With just one phone call or service request through our webpage you can access our network of highly skilled service professionals.

Our qualified service staff ensures timely and accurate solutions are provided with professional guidance and care.

From service agreements to on-demand services

You choose from our comprehensive service portfolio to suit your uptime and requirements budgetary needs best, while meeting national and international compliance norms and regulations.

Our manufacturer trained service experts take care of the good working condition of your lab equipment during its full life cycle. This helps you concentrate on achieving the reliable results you are looking for.



We accompany you every step of the way – from installation and maintenance of your lab instrument to the support of your quality and regulatory conditions.

The Full Value

We are committed to providing sincere, reliable services and tools. This includes a comprehensive range of carefully designed service solutions performed by our dedicated Technical Service teams worldwide. Eppendorf offers a choice of preventive maintenance and qualification services and service agreement options for consistent instrument performance as well as confidence in safety.

On-demand Services



Installation Service

Installation and commissioning performed by an Eppendorf Service Technician.



IQ/OQ GxP

For customers working in regulated environments we offer our specifically created and revised Installation Qualification and Operational Qualification services including GxP compliant documentation. These provide you with qualified assurance that your instrument is not only functioning correctly, but also in accordance with manufacturers' specifications.



Preventive Maintenance

How much do you rely on keeping your instrument in good working order? Our professional maintenance services are aimed at the prevention of unexpected down-times and failures by early detection of problems. Keeping your instruments in perfect working order will not only extend their service life, but also increase your productivity.

Agreements



AdvancedCare

Includes a full annual preventive maintenance service program for assured instrument reliability and uptime; 20 % discount on parts, labor and travel; 10 % discount on additional services (e.g. IQ/OQ) during the agreement period.

PremiumCare

Includes a full annual preventive maintenance service program for assured instrument reliability and uptime; unlimited travel, spare parts and labor on repairs included in the agreement; 10 % discount on additional services (e.g. IQ/OQ) during the agreement period.



Extended Warranty plus

In the event of a necessary repair, wear and repair parts, labor and travel costs are included. Additionally, a full preventive maintenance service, priority support, and a yearly software update (when applicable) is included. A 10 % discount is given within the same service agreement on additional services (e.g. IQ/OQ).

Extended Warranty

In the event of a necessary repair, wear parts, labor and travel costs are included.

Your Needs – Our Solutions

Choose from cost-efficient to all-inclusive care packages and on-demand services

Ordering information

Agreement	AdvancedCare	PremiumCare	1 Year Extended Warranty ^{*1}	1 Year Extended Warranty plus ^{*2}
Himac Floorstanding Centrifuge	0082 029 327	0082 029 321	0082 029 341	0082 029 347
Himac Ultracentrifuge	0082 029 326	0082 029 320	0082 029 340	0082 029 346

^{*1} Purchased once within the standard warranty period. Valid for one year following the standard warranty period.

^{*2} Purchased within the standard and extended warranty period. Valid following the standard warranty period.

On-demand services	Installation Service	IQ/OQ GxP	OQ GxP	Preventive Maintenance
Himac Floorstanding Centrifuge	0082 029 211	0082 029 221	0082 029 227	0082 029 251
Himac Ultracentrifuge	0082 029 210	0082 029 220	0082 029 226	0082 029 250

Get your Himac centrifuge checked and listed. Ensure safe working environment!

[Register now](#)

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Proud Owner
of a Himac
Centrifuge?

Your Centrifuge Solution

Small- or large-scale.
It's your choice

[Find more info here](#)



Info: Our service offers may differ by country. Please contact your local service representative for more information.

Your local distributor: www.eppendorf.com/contact
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