



epServices
for premium performance

Cycler Service

Cycler 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.

With our Performance Plan options we will make sure that your instruments are in good working condition with a professional maintenance and certification service.

Contact us today: www.eppendorf.com/epservices

Keep operating - with absolute confidence!



Cycler Performance Plans

Service Operation	Essential Check	Advanced Maintenance	Premium Service
Order Number	0082040043	0082040044	0082040045
Price (exc. GST / inc. GST)[^]	\$450.00 / \$495.00	\$750.00 / \$825.00	TBD
General Checks and Maintenance			
Cleaning of MC module	■	■	■
Visual check of housing	■	■	■
Cleaning of heated lid	■	■	■
Visual check of accessories	■	■	■
Functional Check			
LED, display and keyboard check	■	■	■
Check USB-interface	■	■	■
Check touchscreen	■	■	■
Check of thermoblock	■	■	■
Check of heated lid	■	■	■
Check of fan(s)	■	■	■
Temperature verification	■	■	■
Software			
Evaluation of stored data	■	■	■
Software update if required*	■	■	■
Documentation			
Check List provided	■	■	■
Dated service sticker to confirm Eppendorf service	■	■	■
Supporting Information			
Contract period	One year	One year	One year
Number of routine preventive services included	One	One	One
Cost of repairs/parts replacement outside scope of preventive maintenance visit (where Eppendorf product warranty has expired)	Labour not included. 15% discount on parts.	25% discount on parts. 50% discount on labour.	Parts & Labour included.

[^] Additional travel charges may apply for non-metro services.
* Done in consultation with the engineer to determine necessity.

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