

epServices
for premium performance



Centrifugation Service

Centrifuge Service Agreements

Quality Management Systems increasingly ask for regular service of centrifuges and rotors in either an operational or a disassembled state to ensure a safe working environment.

Functional inspections ensure that all technical specifications, such as temperature accuracy, rotational speed and operating time comply with the manufacturer specifications. The Centrifuge Performance Plans assist with your preparation for internal and external audits.

Contact us today: www.eppendorf.com/epservices

Value of service

- > Highest degree of security in your lab
- > Supporting documentation
- > Longer service life of the system

Relax while your samples are spinning safely!



Centrifuge Service Agreements

Service Operation	Advanced Care	Premium Care	Extended Warranty Plus
Order Number for Microcentrifuges without Refrigeration	0082020325	0082020320	0082020345
Order Number for Microcentrifuges with Refrigeration	0082020326	0082020321	0082020346
Order Number for Multipurpose Centrifuges without Refrigeration	0082020327	0082020322	0082020347
Order Number for Multipurpose Centrifuges with Refrigeration	0082020328	0082020323	0082020348
Order Number for HIMAC Floorstanding Centrifuge	0082029327	0082029321	0082029347
Order Number for HIMAC Ultra Centrifuge	0082029326	0082029320	0082029346
Cleaning and Maintenance			
Cleaning of housing/Checking condensation water tray*	√	√	√
Cleaning and checking of rotor bowl and internal parts	√	√	√
Checking of instrument for any damage	√	√	√
Checking of stability, housing, display and keypad	√	√	√
Checking of lid latch	√	√	√
Functional Check			
Checking of rotor detection	√	√	√
Checking of temperature sensors* and speed sensor	√	√	√
Checking of imbalance detection*	√	√	√
Performing system test run	√	√	√
Software			
Evaluation of stored data	√	√	√
Software update if required**	√	√	√
Verification			
Verification of operating parameters acc. to specifications	√	√	√
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)	20% discount on all parts, labour and travel costs	Includes all parts, labour, and travel	Includes all parts, labour, and travel

[^] Additional travel charges may apply for non-metro services. * Where feature is present.

** Done in consultation with the engineer to determine necessity.

Centrifuge Preventative Maintenance

Service Operation	
Order Number for Microcentrifuges without re Fridgeration	0082020260
Order Number for Microcentrifuges with re Fridgeration	0082020261
Order Number for Multipurpose centrifuges without re Fridgeration	0082020262
Order Number for Multipurpose centrifuges with re Fridgeration	0082020263
Order Number for Concentrator	0082020265
Order Number for HIMAC Floorstanding Centrifuge	0082029251
Order Number for HIMAC Ultra Centrifuge	0082029250
Cleaning and Maintenance	
Cleaning of housing/Checking condensation water tray*	√
Cleaning and checking of rotor bowl and internal parts	√
Checking of instrument for any damage	√
Checking of stability, housing, display and keypad	√
Checking of lid latch	√
Functional Check	
Checking of rotor detection	√
Checking of temperature sensors* and speed sensor	√
Checking of imbalance detection*	√
Performing system test run	√
Software	
Evaluation of stored data	√
Software update if required**	√
Verification	
Verification of operating parameters acc. to specifications	√
Documentation	
Check List provided	√
Dated service sticker to confirm Eppendorf service	√
Supporting Information	
Contract period	One year
Number of routine preventive services included	One
Cost of repairs/parts replacement outside scope of preventive maintenance visit (where Eppendorf product warranty has expired)	Not included

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

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