

epServices  
for premium performance



# ThermoMixer / ThermoStat Service

## Temperature Control & 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.

With our Performance Plans 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](http://www.eppendorf.com/epservices)

We care for your sample - with our mix of services!



# Temperature Control and Mixing Performance Plans

Service Operation	Essential Check	Advanced Maintenance	Premium Service
<b>Order Number</b>	0082100003	0082100004	0082100005
<b>Price (exc. GST / inc. GST)<sup>^</sup></b>	\$350.00 / \$385.00	\$650.00 / \$715.00	TBD
<b>Checks and Maintenance</b>			
Cleaning of housing	■	■	■
Visual check of housing	■	■	■
Visual check of plate holder	■	■	■
Cleaning of accessories	■	■	■
Visual check of accessories	■	■	■
<b>Functional Check</b>			
LED, display and keyboard check	■	■	■
Functional check with service functions	■	■	■
Check of SmartBlock or exchangeable thermoblock detection	■	■	■
Check of mixing, heating, cooling and vortexing*	■	■	■
Check of ThermoTop detection	■	■	■
Check of timer	■	■	■
Verification of speed & temperature**	■	■	■
<b>Software</b>			
Evaluation of stored data	■	■	■
<b>Documentation</b>			
Check List provided	■	■	■
Dated service sticker to confirm Eppendorf service	■	■	■
<b>Supporting Information</b>			
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.

<sup>^</sup> Additional travel charges may apply for non-metro services.

\* Without measurement.

\*\* Maximum 2 blocks. Additional blocks will be charged separately.

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