

epServices  
for premium performance



# Supporting You

Eppendorf Services

»We accompany you every step of the way—from the selection of the product to the support for the application, maintenance, and certification of your Liquid Handling, Cell Handling, and Sample Handling instruments.«



## The Full Value

### Your success is our concern

Eppendorf is known as a market leader in providing outstanding quality and consistently reliable instruments and consumables. Above all, we are committed to providing sincere, reliable services and tools to help you maintain premium performance, and maximum safety of our instruments and your applications. This includes a comprehensive range of carefully designed service solutions performed by our dedicated Application, Training, and Technical Service teams worldwide.



Application  
Support



Seminars  
and Training



Technical  
Support



Maintenance  
and Certification

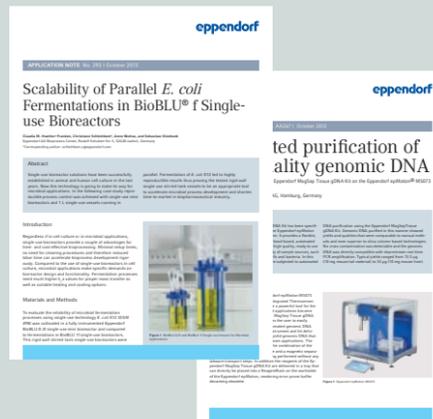


# Application Support



## Global presence

Highly skilled and extensively trained, the Eppendorf Application Specialist team will ensure that you are fully confident when using Eppendorf's innovative products. Look also for Application Notes, User Guides, FAQs, and videos on our website under Knowledge Base and Applications.



## Local knowledge

Are you having trouble with a protocol or are not sure how to use a piece of Eppendorf equipment? We are happy to advise and assist you via phone or our website e-mail contact form at our worldwide Eppendorf Support Centers.

> [www.eppendorf.com/epServices](http://www.eppendorf.com/epServices)

> [www.eppendorf.com/contact](http://www.eppendorf.com/contact)



# Seminars and Training



## Our experience

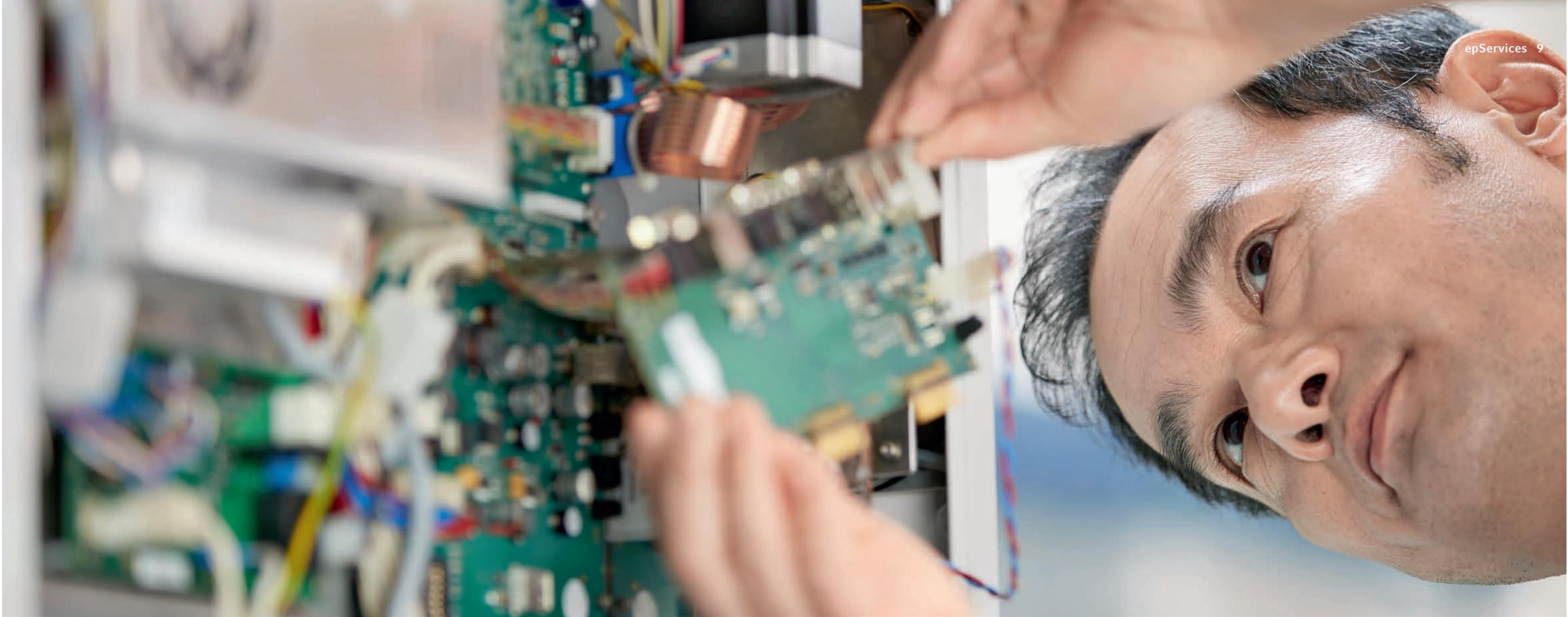
Eppendorf provides seminars and workshops that allow participants the opportunity to gather basic knowledge or develop more advanced skills needed in various fields in research, medicine, and industry. The various on-site or in-house Eppendorf Training Center classroom seminars, workshops, and online webinars combine both theory and practical sessions. The goal is to create a comfortable learning environment in which you receive individual attention and practical hands-on experience.



## Your competence

Our most popular trainings focus on pipetting ergonomics and correct pipetting techniques. Individuals who need to perform regular pipetting procedures and who are handling problematic liquids learn about the principles of liquid handling. Technicians and individuals who are locally responsible for pipette maintenance, calibration, and quality control will gain adequate knowledge in pipette maintenance and calibration according to global and local standards.

Our trainings encompass technology, applications, workflows, and maintenance in Liquid Handling, Sample Handling and Cell Handling to help you gain maximum competence in your laboratory.



# Technical Support



## Peace of mind

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 ensure timely and accurate resolutions are provided with professional guidance and care worldwide. For any technical support please contact your local service organization.



■ Eppendorf Service Organization  
 ■ Eppendorf-trained and certified Service Provider

> [www.eppendorf.com/contact](http://www.eppendorf.com/contact)

## Long-term value

For the most productive long life and highest uptime of your Eppendorf instrument, we can provide complete and thorough technical support from pre-site inspection through installation, maintenance, certification, and repair services.

Through highly qualified service engineers, either available to come on site or at local service centers your system will always be up to date. We will manage enhanced features or available options you select to keep you on track with the state-of-the-art work in your field.

## From the experts

Our Service Professionals in our three major centers of service excellence are all manufacturer trained and qualified at the headquarters and competence centers in Germany, the United States, and Malaysia to satisfy your high expectations on the quality of our product and service performance.

We provide technical support to 19 countries around the globe with consistent on-site service through our own service organizations, and to all other countries through our contract service provider network.

# Maintenance and Certification Services



## Preventive Maintenance

Preventive maintenance is a schedule of planned service measures aimed at the prevention of unexpected downtimes and failures through routine maintenance and early detection of problems. Eppendorf offers service programs to meet your individual needs, and to keep your instruments in perfect working order.

### ■ ESSENTIAL CHECK

Check of all fundamental functions of the product

### ■ ADVANCED MAINTENANCE

Preventive maintenance service to meet manufacturer specifications

### ■ PREMIUM SERVICE

Complete maintenance and repair service agreement solution for your peace of mind

## Calibration and Verification

Regular calibration and verification services ensure the precision and accuracy of your instrument and pipetting tool is maintained, and that your results are consistent and reliable.

We offer a range of service options from quick calibration to GLP/GMP custom designed calibration services, according to local and international standards. We also provide ISO 17025 accreditation pipette calibration services in our major markets.

## 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 you prepare for your quality and regulatory audits.

## Quality and Regulatory Support

Quality and Regulatory Support is designed to safeguard your results and to ensure compliance with your laboratory guidelines with the necessary certification documents.

> [www.eppendorf.com/epServices](http://www.eppendorf.com/epServices)

> Learn more about our pipette calibration process: [www.eppendorf.com/pipette-video](http://www.eppendorf.com/pipette-video)



# epServices for Premium Performance®

Application and Technical Support

**Contact your local Eppendorf Service Representative for additional information, service inquiries, and local offers.**

Our highly trained Scientific and Technical Support staff are available in all time zones to assist you with any questions concerning applications and products via phone, e-mail, or our website contact form.

> [www.eppendorf.com/epServices](http://www.eppendorf.com/epServices)



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