



Cell Manipulation Instrument

Cell Manipulation Performance Plans

From our knowledgeable Sales and Field Application Specialists to our trained Customer Service and Technical Service Group, our entire team demonstrates a passion for helping you achieve success with your cell manipulation work. Our combination of excellent products and service will prepare you for optimal performance.

With our Performance Plans options we will ensure that your instruments are in good working condition by professional inspection and maintenance service including the exchange of parts due to wear and tear.

Installation Qualification and Operational (IQ/OQ) services assure that your Eppendorf cell manipulation instruments are delivered, installed, and consistently operating at peak performance to manufacturer specifications.

Value of service

- > Reliable system operation at peak performance over the total lifetime of the system
- > GLP supporting documentation

Precise and accurate instruments will further improve your Cell Manipulation success!

eppendorf

Performance tested on

Model: _____

Serial no.: _____

Serviced by: _____

Service no.: _____

Next service: _____

Date: _____

epServices
for premium performance

Cell Manipulation Performance Plans

Service Operation	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)
Order Number for Electroporators	0082 010 003	0082 010 004	0082 010 005	0082 010 007	0082 010 008
Order Number for Microinjectors/Micromanipulators	0082 010 013	0082 010 014	0082 010 015	0082 010 017	0082 010 018
External Checks and Maintenance					
Cleaning of housing	■	■	■		
Checking of key board		■	■		■
Visual inspection of display		■	■		■
Stability test	■	■	■		
Internal Equipment and Fittings					
Cleaning of internal assemblies		■	■		
Leak-tightness test (CellTram®/FemtoJet®)	■	■	■		■
Oil exchange (CellTram® Oil/vario)	■	■	■		
Inspection of contacts (Electroporator)		■	■		■
Software upgrade		■	■		
Functional Check					
Check of delivery				■	
Instrument set-up and initial operation				■	
Instruction of user				■	
Motor module test (Micromanipulator)	■	■	■		■
System test	■	■	■		■
Memory					
Analysis of error statistics	■	■	■		■
Documentation					
Check List provided	■	■	■		
Dated service sticker to confirm Eppendorf service	■	■	■	■	■
IQ Report and Certificate				■	
OQ Report and Certificate					■
Supporting Information					
Contract period	one year	one year	one year	n/a	n/a
Number of preventive services included	one	one	one	n/a	n/a
Cost of repairs/parts replacement outside scope of preventive maintenance visit (where Eppendorf product warranty has expired)	not included	not included	discount on parts, labor, travel time*	n/a	n/a

* Please contact your local Eppendorf Service representative for details of discounts and/or any potential additional charges applying. Performance Plans are available in selected countries and services may vary.

Additional order numbers of combined Installation and Operational Qualification (IQ/OQ) services:

- > For Electroporators: 0082 010 009
- > For Microinjectors/Micromanipulators: 0082 010 019
- > Eppendorf PiezoXpert Actuator Verification: 5194 075 016

Additionally, if you require a Customized Service we will be very pleased to discuss your requirements.

For information on hands-on workshops please go to www.eppendorf.com/ETC

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www.eppendorf.com/epServices