



epServices
for premium performance

Mastercycler®

Mastercycler 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. Our certification services can support your Quality Management requirements by Installation Qualification (IQ) and Operational Qualification (OQ) in accordance with manufacturer specifications to guarantee you the precise function of the instrument.

With our Performance Plans options we will make sure that your instruments are in good working condition by professional maintenance and certification service from the manufacturer.

**Keep operating –
with absolute confidence**

eppendorf

Performance tested on _____

Model: _____

Serial no.: _____

Serviced by: _____

Service no.: _____

Next service: _____

Date: _____

epServices
for premium performance

Mastercycler® Performance Plans

Service Operation	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)
Order Number for Mastercycler® MX50, pro, nexus	0082 040 043	0082 040 044	0082 040 045	0082 040 047	0082 040 048
External Checks and Maintenance					
Cleaning of MC module		■	■		
Visual check of housing	■	■	■		
Cleaning of heated lid		■	■		
Visual check of accessories		■	■		
Internal Equipment and Fittings					
Cleaning of internal parts and assemblies		■	■		
Visual check of internal parts and assemblies		■	■		
Visual check of electrical connection (incl. mains power)		■	■		
Software update		■	■		
Functional Check					
Check of delivery				■	
Instrument set-up and initial operation				■	
Instruction of the user				■	
LED, display and keyboard check	■	■	■	■	■
Check USB-interface		■	■	■	■
Check touchscreen		■	■	■	■
Check of thermoblock	■	■	■	■	■
Check of heated lid	■	■	■	■	■
Check of fan(s)	■	■	■	■	■
Temperature verification - with single-channel system		■	■	■	■
Temperature verification - with multi-channel system (if available*)		■	■	■	■
Memory					
Evaluation of stored data		■	■		
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. Additionally, if you require a Customized Service we will be very pleased to discuss your requirements.

Order number for combined Installation and Operational Qualification (IQ/OQ) services:
 > For Mastercycler® MX50, pro, nexus: 0082 040 049

Your local distributor: www.eppendorf.com/contact
 Eppendorf AG · Barkhausenweg 1 · 22339 Hamburg · Germany
eppendorf@eppendorf.com · www.eppendorf.com

www.eppendorf.com/epServices