



epServices
for premium performance

Eppendorf ThermoMixer®/ ThermoStat

Temperature Control and 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. Our certification services support your Quality Management requirements with Installation Qualification (IQ) and Operational Qualification (OQ) in accordance with manufacturer's specifications.

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

**We care for your sample –
with our mix of services**

eppendorf

Performance tested on _____

Model: _____

Serial no.: _____

Serviced by: _____

Service no.: _____

Next service: _____

Date: _____

epServices
for premium performance

Temperature Control and Mixing Performance Plans

Service Operation	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)
Order Number	0082 100 003	0082 100 004	0082 100 005	0082 100 007	0082 100 008
External Checks and Maintenance					
Cleaning of housing		■	■		
Visual check of housing	■	■	■		
Visual check of plate holder		■	■		
Cleaning of accessories		■	■		
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		■	■		
Functional Check					
Check of delivery				■	
Instrument set-up and initial operation				■	
Instruction of user				■	
LED, display and keyboard check		■	■		
Check of vortex sensor		■	■		
Functional check with service functions		■	■		
Check of SmartBlock or exchangeable thermoblock detection	■	■	■		■
Check of mixing, heating, cooling, and vortexing**	■	■	■		
Check and measurement of mixing, heating, cooling, and vortexing					■
Check of overload protection		■	■		
Check of fans		■	■		
Check of ThermoTop detection		■	■		
Check of timer					■
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. Additionally, if you require a Customized Service we will be very pleased to discuss your requirements.
 ** without measurement
 Performance Plans are available in selected countries and services may vary.

Order number for combined Installation and Operational Qualification (IQ/OQ) services: 0082 100 009

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

www.eppendorf.com/epServices