

epServices
for premium performance



Absolute Confidence

Mastercycler® Performance Plans



Keep operating at peak performance

Absolute confidence with Eppendorf technology and services

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. Preventive maintenance is recommended annually to ensure that your cyclers are performing to manufacturer’s specifications. This maintenance service is a prerequisite for temperature verification of the cycler. The exact compliance of defined temperatures is a critical requirement for reproducible PCR. Therefore temperature verification of selected well positions and adjustment of the cycler block temperature if necessary is highly recommended. Also, a special Mastercycler® cycler software function monitors and informs you about potential deviations from the precise specifications. Additional care is provided to support your Mastercycler ep *realplex*. The instrument contains sensitive optic fibres, channel-photomultipliers and LED arrays, which should be calibrated once per year.

Performance Plans features

- > Eppendorf service quality and integrity
- > Certification reports
- > Customized options to meet your individual needs

Value of services

- > Highest confidence in results
- > Reliable and reproducible results over an extended period of time
- > Audited system for GLP compliance

eppendorf

Performance tested on

Model: _____

Serial no.: _____

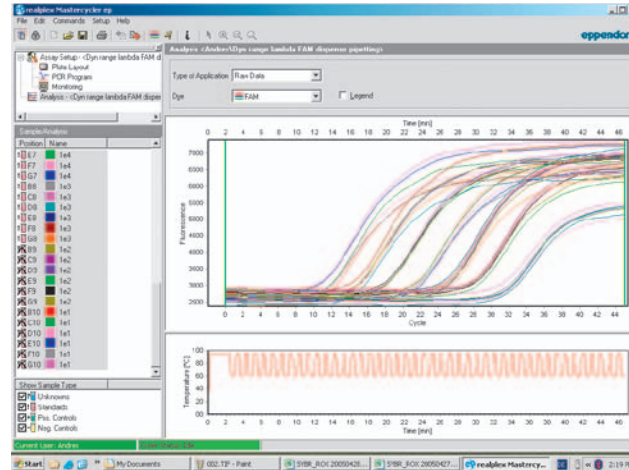
Serviced by: _____

Service no.: _____

Next service: _____

Date: _____

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Amplify your cyclers performance

Enjoy peace of mind with Eppendorf Performance Plans

Preventive Maintenance

- > Professional cleaning of surface and thermoblock
- > Check of display, key pad, thermoblock, cycler lid
- > Analysis of instrument statistics (e.g. error codes)
- > Software update, if applicable
- > Issue of service report and service sticker
- > Temperature verification and background calibration (Mastercycler® ep *realplex* only)

Color Calibration

Depending on frequency of usage or environmental conditions a color calibration should be performed on your Mastercycler ep *realplex* once a year.

Temperature Verification/Adjustment

- > Sequential temperature verification measuring one temperature at the time.
- > Parallel measurement verifying temperatures of various wells at the same time and of ramping speeds between 40–90°C. Only available for Mastercycler® pro, Mastercycler® ep, Mastercycler® nexus and Mastercycler® ep *realplex* in selected countries.
- > The temperature verification meets all documentation and detection requirements in the laboratory according to national and international standards. A reference list of applicable standards can be found at www.bipm.org/en/cipm-mra/.

Operational Qualification (OQ)

- > Complete preventive maintenance
- > Professional cleaning of all internal sensitive parts (e.g. fans)
- > Inspection of all internal sensitive parts
- > Temperature verification
- > Electrical testing according to country-specific regulations

PCR Validation

Due to the high level of complexity of real-time PCR techniques a PCR validation assay to validate the overall performance of the system is recommended.

Mastercycler® Performance Plans (order numbers for listed services)

	Mastercycler®	Mastercycler® ep, Mastercycler®pro, Mastercycler® nexus (PC and Control Panel versions)	Mastercycler® ep <i>realplex</i>
Recommended service period is once per year.	Mastercycler®, Mastercycler® gradient, Mastercycler® personal, Mastercycler® 384	Mastercycler® ep gradient, Mastercycler® gradient ep 384, Mastercycler® ep gradient S, Mastercycler® pro, Mastercycler® pro 384, Mastercycler® pro S, Mastercycler® nexus, Mastercycler® nexus eco, Mastercycler® nexus gradient, Mastercycler® nexus gradient eco, Mastercycler® nexus flat, Mastercycler® nexus flat eco, Mastercycler® nexus GSX1, Mastercycler® nexus GSX1e, Mastercycler® nexus SX1, Mastercycler® nexus SX1e	Mastercycler® ep <i>realplex</i> ² , Mastercycler® ep <i>realplex</i> ² S, Mastercycler® ep <i>realplex</i> ⁴ , Mastercycler® ep <i>realplex</i> ⁴ S
Preventive Maintenance:			
Maintenance*	5331 877.001	6321 896.004	
Certification Service:			
Temperature Verification: Testing with single-well tool (incl. adjustment)	5331 878.008	6321 897.000	6321 897.000
Temperature Verification: Testing with multi-well tool (incl. adjustment)		6321 897.507	6321 897.507
Operational Qualification (OQ) includes internal and external cleaning, inspection of all parts, electrical testing and a subsequent temperature verification	5331 879.004	6321 898.007	
Electrical testing according to country-specific regulations	5331 880.002	6321 899.003	6321 899.003
Service Programs for Mastercycler ep <i>realplex</i> only:			
Maintenance* ■ BASIC 1 x (once per year)			6302 000.120
Maintenance* ■ BASIC 2 x (twice per year)			6302 070.022
Maintenance*, Color Calibration: ■ STANDARD 1 x (maintenance* and color calibration once per year)			6302 000.138
Maintenance*, Color Calibration: ■ STANDARD 2 x (maintenance* twice, color calibration once per year)			6302 070.057
Maintenance*, Color Calibration, PCR Validation: ■ PREMIUM 1 x (maintenance*, color calibration and PCR validation once per year)			6302 000.146
Maintenance*, Color Calibration, PCR Validation: ■ PREMIUM 2 x (maintenance* twice, color calibration and PCR validation once per year)			6302 070.065
Additional Service:			
Verification of optical system			6302 875.306
Adjustment of Temperature Verification system – single-well	0055 000.360		

*Spare parts that may be required are not included and will be invoiced additionally.

For more information, service requests and local offers go to www.eppendorf.com/epServices
Performance Plans are available in selected countries only and service offer may differ.

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www.eppendorf.com