

epServices
for premium performance



All Systems Go – At All Times

epMotion® Services

»Is Your epMotion® System Still Processing Results You Can Trust?«

Supporting You – Eppendorf Services

How much effort does it cost you to take good care of your epMotion systems to ensure consistent uptime? And how much time and effort would it cost you to repeat e.g. one year of your lab work when in doubt of the results?

Together with Eppendorf’s lab equipment technology and carefully designed epServices solutions you will increase your peace of mind in terms of meeting regulatory requirements, as well as the quality and safety of your results. Our dedicated Applications and Technical Service teams worldwide are here to support you!

Your Needs – Our Solutions

From service agreements to on-demand services – You choose to suit your uptime requirements and budgetary needs best, while meeting national and international compliance norms and regulations.

We take care of your lab equipment during its full life cycle. This helps you concentrate on achieving the reliable results you are looking for in your research and lab work routine.

Service Agreements

Extended Warranty Agreements



Installation Service



Qualification Service



Preventive Maintenance



Calibration / Verification



Repair Service



Application Support



Training / Webinar

Simplify Your Service Processes!

We accompany you every step of the way – from the installation and maintenance of your epMotion liquid handling systems, or software to the support for your quality and regulatory audits.

Choose from the following service options:

- > Service agreements from cost-efficient to all-inclusive care packages designed for an easier service process
- > On-demand service solutions for your individual service needs

Benefit from assured premium performance for your peace of mind!

Our Service Agreements – Your Advantages

With our basket of Service Agreement solutions we take the load off your shoulders by simplifying your ordering and budgeting process for various services over the full lifetime of your instruments.

Your costs become reduced and predictable, thereby assuring continuous productivity and a long service life.

In addition, our agreements include repair costs – fully or partially – and discounts on other services.

Save administrative resources to maximize uptime and performance on your epMotion systems!

| Eppendorf Service Agreements    | | | |
|--|---|---|--|
| Services Agreement | AdvancedCare For assured instrument reliability an uptime | PremiumCare For assured instrument reliability, uptime and financial plannability | |
| Full preventive maintenance | 1/year | 1/year | |
| Software update (during annual maintenance, if applicable) | ■ | ■ | |
| Priority support* | ■ | ■ | |
| Spare parts, labor, travel on repairs | 20% discount | included | |
| Discount on additional services (e.g. IQ/OQ) | 10% | 10% | |

* Subject to local business conditions, and based on a »best effort« practise. For more information please contact your local service organization.

| Extended Warranty Agreements    | | | |
|--|---|--|--|
| Services Agreement | Extended Warranty Purchased once within the standard warranty period. Valid for one year following the standard warranty period. | Extended Warranty plus Purchased within the standard warranty period. Valid following the standard warranty period. | |
| Full preventive maintenance | – | 1/year | |
| Software update (during annual maintenance, if applicable) | – | ■ | |
| Priority support* ¹ | – | ■ | |
| Spare parts, labor, travel included on repairs | ■ | ■ | |
| Discount on additional services (e.g. IQ/OQ) | – | 10% | |

*¹ Subject to local business conditions, and based on a »best effort« practise. For more information please contact your local service organization.

Qualification Services



Installation Qualification and Operational Qualification services – GxP compliant

Are you working in a regulated environment? We now offer specifically created and revised Installation Qualification and Operational Qualification services including GxP compliant documentation. These documents support the complex GxP standards and regulations. Our experienced and skilled technicians are familiar with the relevant regulations, saving you time and effort in acquiring this knowledge by yourself.

Always be prepared for your internal and external audits with our GxP compliant documentation!

Maintenance Services



Preventive Maintenance services

How much do you rely on keeping your *epMotion* in good working order? Our professional maintenance services are aimed at the prevention of unexpected downtimes and failures by early detection of problems.

Keeping your instruments in perfect working order will not only extend their service life, but also increase your productivity.

Keep your process in motion at all times with professional services from the experts!





epMotion® Service



epMotion and its dispensing devices are precision instruments. As such they should be regularly maintained and calibrated to ensure continuing high accuracy, precision and reproducibility.

Preventive Maintenance services include:

- > Cleaning (external and internal)
- > Maintenance, calibration, and software update of instrument
- > Exchange of CAN bus cables, and of O-rings of dispensing tools
- > Comprehensive functional checks

- > Evaluation of stored data
- > Service check list
- > Dated service sticker to confirm Eppendorf Service

Calibration services for dispensing tools

How do you know your experimental data is correct? Your first step to reliable results is to ensure your dispensing tools are calibrated based on ISO 8655, assuring the:

- > Accuracy and precision of the dispensing tool
- > Reproducibility of your dispensed volumes
- > Optimization of your sample yields

Installation Qualification & Operational Qualification services

| | IQ/OQ GxP | OQ GxP |
|---|-----------|--------|
| Check of delivery status, and installation environment | ■ | - |
| Installation incl. configuration and functional checks | ■ | - |
| Detailed IQ report | ■ | - |
| Test of alarm functions | ■ | ■ |
| Verification of instrument parameters (e.g. temperature, speed, volume) | ■ | ■ |
| Detailed OQ report and handling of deviation list | ■ | ■ |
| Signed approval by customer and service technician | ■ | ■ |

Application Implementation Services



Are you having trouble with a protocol or are not sure how to optimize your automated application for better results?

We are happy to advise and assist you with your application. Eppendorf offers various application support services for ep*Motion* users with low to high throughput experiments. Our network of highly skilled and extensively trained In-Field Automation specialist are available for comprehensive application training and support after installation of your ep*Motion* and during the setup of your own advanced methods.

Your Advantages

- > A well experienced and trained Application Specialist will get you started with your methods in less time than without professional help
- > Approved reliability of your programmed method
- > Shortening your protocol setup times and reducing your personell costs
- > Reducing waste of valuable samples
- > Improving productivity by optimized utilization of the deck capacities and the operation of your system

All systems go to the next level of performance!





epMotion® 96 Service



The Eppendorf epMotion 96 is a semi-automated pipette system for fast and precise parallel 96-channel microplate processing. The reliability of the electronic parallel pipetting system movement is the prerequisite for high precision and reproducible results across the whole 96- or 384-well plate.

Maintaining and verifying your system's accuracy and precision on a regular basis is highly recommended to make sure your system still dispenses according to the specification. You will receive assured results with your valuable samples and reagents in your downstream applications.

Preventive Maintenance services include:

- > Cleaning and lubrication of dispensing head
- > Checking and exchanging of 96 O-rings from cones
- > Software/firmware update if applicable
- > Leak Test (50 μ L + 300 μ L)
- > Gravimetric Test – systematic error (50 μ L + 300 μ L)
- > Photometric Test – random error (2 volumes)
- > Service check list
- > Dated service sticker to confirm Eppendorf Service
- > Calibration Report

Qualification services include:

- > Verification of instrument parameters (e.g. volume)
- > OQ report

Ordering Information

| Service Agreements and Qualification services | AdvancedCare Agreement | PremiumCare Agreement | IQ/OQ GxP | OQ GxP | 1 Year Extended Warranty* ¹ | 1 Year Extended Warranty plus* ² |
|---|---|---|--|---|---|--|
| | Assured instrument reliability and uptime | Full coverage for instrument reliability and uptime | Qualification services for the regulated environment | Re-Qualification services for the regulated environment | Spare parts, labor and travel costs are covered in case of a repair | Full coverage in case of a repair, including maintenance for reliability |
| epMotion® 5070 | 0082 030 105 | 0082 030 107 | 0082 030 030 | 0082 030 040 | 0082 030 100 | 0082 030 102 |
| epMotion® 5073 | 0082 030 106 | 0082 030 108 | 0082 030 031 | 0082 030 041 | 0082 030 101 | 0082 030 103 |
| epMotion® 5075 | 0082 030 073 | 0082 030 075 | 0082 030 032 | 0082 030 042 | 0082 030 069 | 0082 030 071 |
| epMotion® 96 | 0082 030 074 | 0082 030 076 | – | 0082 030 008* ³ | 0082 030 070 | 0082 030 072 |

*¹ Purchased once within the standard warranty period. Valid for one year following the standard warranty period.

*² Purchased within the standard warranty period. Valid following the standard warranty period.

*³ non GxP compliant

| Maintenance services | Preventive Maintenance |
|----------------------|------------------------|
| epMotion® 5070 | 0082 030 010 |
| epMotion® 5073 | 0082 030 011 |
| epMotion® 5075 | 0082 030 012 |
| epMotion® 96 | 0082 030 002 |

| epMotion® calibration services and other services | |
|---|--------------|
| 1-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) | 0050 600 255 |
| 8-channel dispensing tool calibration – 10 measurements per test volume (min, mid, max) | 0050 600 259 |
| 1-channel dispensing tool calibration – 4 measurements per test volume (min, mid, max) | 0082 030 077 |
| 8-channel dispensing tool calibration – 4 measurements per test volume (min, mid, max) | 0082 030 078 |
| UV lamp exchange | 5073 920 070 |
| epMotion® 5070 installation | 0082 030 081 |
| epMotion® 5073 installation | 0082 030 111 |
| epMotion® 5075 installation | 0082 030 141 |
| epMotion® 96 installation | 0082 030 171 |

Info: Our service offers may differ by country. Please contact your local service representative for more information.