

epServices
for premium performance



epMotion®

epMotion Performance Plans

epMotion and its dispensing tools are precision instruments. As such, they should be regularly maintained and calibrated, which will help ensure continuing high accuracy, precision and reproducibility.

With our Performance Plans options we help you maintain premium performance of your epMotion over an extended period of time. Our qualified service technicians will take care of your instrument.

Our Certification Services include all function tests, calibration and adjustment services needed for Installation and Operational Qualification (IQ/OQ) of your instrument.

Dispensing Tools Calibration

Calibration of the dispensing tools can be performed based on ISO 8655, part 6 supporting your GLP documentation.

Value of service

- > Confidence in high quality results and instrument reliability
- > Simple service process
- > Professional maintenance

Keep your process in motion!

eppendorf

Performance tested on

Model: _____

Serial no.: _____

Serviced by: _____

Service no.: _____

Next service: _____

Date: _____

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epMotion® Performance Plans

Service Operation	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)
Order Number for epMotion® 5070	0082 030 013	0082 030 014	0082 030 015	0082 030 017	0082 030 018
Order Number for epMotion® 5073	0082 030 033	0082 030 034	0082 030 035	0082 030 037	0082 030 038
Order Number for epMotion® 5075	0082 030 023	0082 030 024	0082 030 025	0082 030 027	0082 030 028
Cleaning and Maintenance					
Cleaning of housing/accessories	■	■	■		
Checking epMotion® for external visible damages	■	■	■	■	■
Exchange of CAN bus cables/O-rings of dispensing tools		■	■		
Software update*	■	■	■	■	■
Functional Check					
Instrument set-up, initial operation, instruction of user				■	
Tip ejector, level sensor and carrier	■	■	■		■
Barcode Reader with epBlue™ ID*	■	■	■		
Thermal modules* and vacuum chamber*	■	■	■	■	■
TMX module*/TMX module w. Magnetic Finger module*	■	■	■	■	■
UV light/CleanCap (HEPA Filter)*	■	■	■	■	■
Memory					
Evaluation of stored data		■	■		
Verification					
Calibration/adjustment of level sensor and carrier		■	■	■	■
Calibration/adjustment of vacuum chamber*		■	■		
Verification of operating parameters acc. to specifications					■***
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

* Where feature is present.

** 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, exchanges of spare parts, we will be very pleased to discuss your requirements.

*** The detailed certification service contents are listed in the OQ Report.

Performance Plans are available in selected countries only and service offer may differ.

Order number for combined Installation & Operational Qualification (IQ/OQ) services:

> For epMotion® 5070: 0082 030 019

> For epMotion® 5073: 0082 030 039

> For epMotion® 5075: 0082 030 029

Please visit www.eppendorf.com/epServices for information on services for epMotion GxP and epMotion 96.

Your local distributor: www.eppendorf.com/contact

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www.eppendorf.com/epServices

Order numbers for additional services:

> 1-chan. dispensing tool calibration (< epBlue™ 40.0): 5070 005 036

> 8-chan. dispensing tool calibration (< epBlue™ 40.0): 5070 005 044

> 1-chan. dispensing tool calibration (≥ epBlue™ 40.0): 0050 600 255

> 8-chan. dispensing tool calibration (≥ epBlue™ 40.0): 0050 600 259

> Thermal module calibration: 5075 005 018

> TMX Module calibration: 5075 005 174

> HEPA filter exchange: 5073 920 061

> UV lamp exchange: 5073 920 070