



# Keep Your Process in Motion

epMotion® Performance Plans



# Care for your investment by professional maintenance

## It's all about accuracy & reliability

Preventive maintenance is a schedule of planned service, aimed at the prevention of failures by early detection of problems. It is designed to preserve performance and enhance system accuracy and reliability.

Preventive maintenance service for all of our *epMotion* instruments is performed by our Eppendorf trained service professionals. It includes inspection, cleaning, lubricating, partial refurbishment, calibration and any necessary adjustments to system specifications.

Our Certification Services include all function tests, calibration and adjustment services needed for an Operational Qualification (OQ) of your instrument, like calibration and adjustment of the Thermal, Bar Code Scanner and TMX modules and vacuum chamber.

Dispensing tools are precision devices. As such, they should be regularly maintained and calibrated, which will help ensure their continuing high accuracy.

## Performance Plans features

- > Eppendorf quality and integrity
- > Original Eppendorf spare parts
- > Certified service and calibration reports
- > PREMIUM Plan for two visits/year, includes 12 months warranty extension

## Value of services

- > Low risk of operational downtime
- > Confidence in results
- > Audited system for GLP compliance



# Simplify the service process

Three different *epMotion* Performance Plans are available to meet your requirements:

## ***epMotion* Performance Plan BASIC**

- > Inspection, cleaning and lubrication
- > Software update
- > Replacement of all dispensing tool seals
- > Function test with service test methods
- > Calibration of level sensor, carrier, first thermal module and vacuum chamber if applicable
- > Full documentation of all service work performed

## ***epMotion* Performance Plan STANDARD**

- > All services of Performance Plan BASIC plus:
- > Full function test and Operation Qualification Certification
- > Full documentation of all service work performed

## ***epMotion* Performance Plan PREMIUM**

- > All services of Performance Plan STANDARD plus:
- > All replaced parts included
- > 12 months extended warranty

Additional services	Order no.
Calibration of single channel dispensing tool according to EN ISO 8655	5070 005.036
Calibration of 8-channel dispensing tool according to EN ISO 8655	5070 005.044
Calibration/Adjustment of each thermal module ( <i>epMotion</i> ® 5075 only)	5075 005.018
Calibration/Temperature Adjustment TMX Module ( <i>epMotion</i> ® M5073/5075 TMX only)	5075 005.174
HEPA filter exchange ( <i>epMotion</i> 5073 with CleanCap only)	5073 920.061
UV lamp exchange ( <i>epMotion</i> 5073 with CleanCap only)	5073 920.070
Customized service	Order no.
Flexible testing program according to your specifications	5070 005.052

	epMotion® 5070/CB			epMotion® P5073/M5073			epMotion® 5075 LH/VAC/MC/TMX		
Performance Plans	BASIC	STANDARD	PREMIUM	BASIC	STANDARD	PREMIUM	BASIC	STANDARD	PREMIUM
Order no. for 1 service per year	5070 005.095	5070 005.109	–	5073 920.010	5073 920.037	–	5075 005.050	5075 005.069	–
Order no. for 2 services per year	5070 005.001	5070 005.010	5070 005.028	5073 920.029	5073 920.045	5073 920.053	5075 005.026	5075 005.034	5075 005.042
Cleaning and lubricating the device and components	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mechanical inspection and adjustment, if necessary (e.g. tip ejector)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Software update (upon customer request)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Replacement of all dispensing tool O-rings	✓	✓	✓	✓	✓	✓	✓	✓	✓
Calibration and adjustment if applicable of: level sensor and carrier, first thermal module, vacuum chamber, TMX module	✓	✓	✓	✓	✓	✓	✓	✓	✓
Function test according to service test methods (incl. Barcode Scanner of epBlue ID™)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Full documentation	✓	✓	✓	✓	✓	✓	✓	✓	✓
Function test according to Operation Qualification (OQ)		✓	✓		✓	✓		✓	✓
OQ Certificate		✓	✓		✓	✓		✓	✓
Cost for all replaced parts included			✓			✓			✓
Warranty extension			12 months			12 months			12 months

For more information, service requests, epMotion® GxP Certification Plans and local offers go to [www.eppendorf.com/epServices](http://www.eppendorf.com/epServices) and [www.epMotion.com](http://www.epMotion.com)  
Performance Plans are available in selected countries only and service offer may differ. Please inquire locally for user training programs.

**Your local distributor:** [www.eppendorf.com/contact](http://www.eppendorf.com/contact)  
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