



# CO<sub>2</sub> Incubators

## Value of Service

A 2-year warranty comes with all Eppendorf CO<sub>2</sub> incubators. Choose an Extended Warranty, Advantage OS, Essential Check, Advanced Maintenance, Premium Service, or Certification Services to ensure optimal performance of the instrument and to keep the system running smoothly for years to come.

## Premium Service

- > Complete maintenance and repair service agreement solution
- > Advanced Maintenance Service
- > All parts, labor, and travel fees covered during contract period
- > May be purchased in 1-year increments or for multiple years and systems
- > Upgrades products serviced in house to on-site service

## Certification Services (IQ/OQ)

Installation Qualification & Operational Qualification services assure that instrumentation is installed and running according to manufacturer specifications. IQ/OQ documentation is supplied to help prepare for quality and regulatory audits. Travel is included for IQ/OQ services, but is not included with OQ. This is a one time event. The warranty period for the instrument will begin once the IQ/OQ is complete or 30 days after shipment, whichever is first.

**With epServices we are committed to providing sincere, reliable services and tools to help you maintain premium performance of our instruments and your applications.**

## Preventive Maintenance

Preventive Maintenance (PM) is aimed at the prevention of unexpected downtimes through routine maintenance and early detection of problems. We recommend that all Eppendorf products have an annual Preventive Maintenance.

### Essential Check

- > Check of all fundamental functions of the product
- > Visual inspection of equipment housing
- > Visual inspection and check of accessories
- > Performance of system test run
- > Functional evaluation of electronic display, software version and memory storage
- > Validation and adjustment of operating parameters to Eppendorf specifications

### Advanced Maintenance

- > Preventive Maintenance service beyond Essential Check to meet manufacturer specifications
- > Cleaning of housing and accessories
- > Visual inspection and cleaning of internal parts and assemblies
- > Functional evaluation of sensors (where applicable)
- > Temperature verification and calibration (if required)
- > Software Updates (if required)

# CO<sub>2</sub> Incubators Performance Plans

Performance Plans	ESSENTIAL CHECK	ADVANCED MAINTENANCE	PREMIUM SERVICE	Installation Qualification (IQ)	Operational Qualification (OQ)
<b>Catalog Number</b>	0082060003	0082060004	0082060005	0082060007	0082060008
<b>External Checks and Maintenance</b>					
Check installation environment	■	■	■	■	
Check electrical / gas supply and fittings		■	■	■	■
Replace in-line gas filter(s) and auto-zero filter		■	■		■
Check door seals and door hinges		■	■	■	■
<b>Internal Equipment and Fittings</b>					
Check condition of all chamber gas, temperature, humidity sensors		■	■	■	■
Check security of incubator shelf / shelves and racking system		■	■	■	■
Check sensor covers are present and undamaged		■	■		■
Check condition of humidity trays		■	■		■
Check condition of wiring system, PCB's, display & controller		■	■		■
Check alarms functionality		■	■		■
<b>Validation and Metrology</b>					
Validation and adjustment of operating parameters to within Eppendorf specifications	■	■	■		■ <sup>2</sup>
<b>Documentation</b>					
Issue preventive maintenance Check List (signed document)	■	■	■		■
Dated service sticker fixed to CO <sub>2</sub> Incubator to confirm Eppendorf service	■	■	■	■	■
Provide IQ Report and Certificate				■	
Provide OQ Report and Certificate					■
<b>Supporting Information</b>					
Travel	not included	not included	included	included	not included
Time/Labor	included	included	included	included	included
Additional parts	not included	not included	included	not included	not included

Additional catalog number for combined Installation and Operational Qualification (IQ/OQ) services is listed below.

Travel, time, and labor are included. Additional parts are not included.

0082060009

# Additional Service Products



## Advantage OS

An easy-to-use value packaged service option to help plan in advance and protect the system. Advantage OS provides parts, labor, and travel for 2 visits; an Advanced Maintenance and a single repair visit within the year.

Both visits can be for repair needs, but only 1 of the visits may be for an Advanced Maintenance. If both visits are utilized before the year term of this agreement, early renewal is an option or a 10 % parts and labor discount will be in place for additional services as needed.

## Extended Warranty

We offer an Extended Warranty plan to protect customer investments after the warranty period for unexpected downtime. Preventive Maintenance, customer installed components and consumables are not included. An Extended Warranty can be purchased during the warranty period. Instruments that are no longer under warranty require a Preventive Maintenance (Advanced Maintenance) evaluation before an Extended Warranty can be purchased. May be purchased in 1-year increments or for multiple years and systems.

### Field Service Only

Advantage OS	Catalog No.
14 S	ADVSERV-14S
48 R/S	ADVSERV-48R/S
170 R/S	ADVSERV-170R/S

Extended Warranty	Catalog No.
14 S	EXTW-14S
48 R/S	EXTW-48R/S
170 R/S	EXTW-170R/S

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