

epServices
for premium performance



The Full Eppendorf Service Experience – Available for New and Existing Himac Centrifuges

Ensure top performance spin after spin with Eppendorf Services

Your high-speed and ultracentrifuges require proper care to maintain and deliver reliable results over time. Unexpected downtime or inconsistent results waste precious time

and money. Save yourself from stress and ensure years of productive, reliable operation with regular evaluation and maintenance by our qualified Eppendorf Service team.

Service & Support for High-Speed and Ultracentrifuges



Ultracentrifuges



High-Speed Centrifuges





Get Peace of Mind

With qualified services for your high-speed or ultracentrifuge

With just one phone call or service request through our webpage, you can access our network of highly skilled service professionals.

Our qualified service staff ensures timely and accurate solutions are provided with professional guidance and care.

From service agreements to on-demand services

Choose from installation and qualification services or service agreement options that suit your needs for consistent performance, safety, and reliability.

Our manufacturer-trained service experts ensure the optimal working condition of your lab equipment throughout its lifetime, allowing you to concentrate on your work and achieve consistent results.

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We accompany you every step of the way – from installation and maintenance of your lab instrument to support for your quality and regulatory requirements.

The Full Value

We are committed to providing efficient, reliable services for your floorstanding and ultracentrifuges. Our comprehensive selection of carefully designed service solutions are performed by our dedicated Technical Service and Support teams worldwide.

Services



Installation Service

Installation and commissioning of your instrument is performed by a qualified Eppendorf Service Technician.

Available on-demand.



IQ/OQ GxP

For customers working in regulated environments, we offer our specifically created and revised Installation Qualification and Operational Qualification services including GxP compliant documentation. These provide you with qualified assurance that your instrument is not only functioning correctly, but also in accordance with manufacturers' specifications.

Available on-demand.



Preventive Maintenance

Our professional maintenance services are aimed at the prevention of unexpected down-times 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.

Available as part of an annual service agreement.

Agreements



AdvancedCare

Includes a full annual preventive maintenance service program for assured instrument reliability and uptime; 20 % discount on parts, labor and travel; 10 % discount on additional services (e.g. IQ/OQ) during the agreement period.

PremiumCare

Includes a full annual preventive maintenance service program for assured instrument reliability and uptime; unlimited travel, spare parts and labor on repairs included in the agreement; 10 % discount on additional services (e.g. IQ/OQ) during the agreement period.



Extended Warranty plus

In the event of a necessary repair, wear and repair parts, labor and travel costs are included. Additionally, a full preventive maintenance service, priority support, and a yearly software update (when applicable) is included. A 10 % discount is given within the same service agreement on additional services (e.g. IQ/OQ).

Extended Warranty

In the event of a necessary repair, wear parts, labor and travel costs are included.

Your Needs – Our Solutions

Choose from cost-efficient to all-inclusive care packages and on-demand services

Ordering information				
Agreements	AdvancedCare	PremiumCare	1 Year Extended Warranty * ¹	1 Year Extended Warranty plus * ²
High-Speed Centrifuge	0082 029 327	0082 029 321	0082 029 341	0082 029 347
Ultracentrifuge	0082 029 326	0082 029 320	0082 029 340	0082 029 346

*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.

On-Demand services	Installation Service	IQ/OQ GxP	OQ GxP
High-Speed Centrifuge	0082 029 211	0082 029 221	0082 029 227
Ultracentrifuge	0082 029 210	0082 029 220	0082 029 226

Register your Himac centrifuge today, and for a limited time receive a special discount on an Eppendorf Service Agreement.

Proud Owner of a Himac Centrifuge?

[Register now](#)

Your Centrifuge Solution

Small- or large-scale. It's your choice



[Find more info here](#)

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

Your local distributor: www.eppendorf.com/contact

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 Phone: 800-645-3050 Phone: 800-263-8715
 Email: info@eppendorf.com Email: info@eppendorf.com

www.eppendorf.com/epServices

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