



You Develop. We Support.

Discover our bioprocess service offerings





# You Develop. We Support.

You develop the bioprocesses of the future. We support you with solutions to achieve your intended results. Our services begin with installation of your bioprocess equipment by certified experts and continue with regular maintenance to proactively care for your equipment and detect issues before they become a problem. We also provide training for new and existing users. All of our services are designed to support you with your quality objectives as well as regulatory and compliance needs. Our globally distributed Applications and Technical Service teams are available to provide added support. They are more than problem-solvers; they are dedicated to helping you reach your bioprocess goals.

<p><b>Ensure reliable operation from the start</b></p> <p>Eppendorf bioprocess experts set up your equipment and train your users to ensure optimal results from the beginning. Careful maintenance planning by our team helps achieve reliable results over time.</p>	<p><b>Maintain quality and compliance</b></p> <p>Our global qualification and certification services with professional documentation ensure the functioning of your instrument according to the specified parameters, helping to meet your quality needs and ultimately your regulatory requirements.</p>
<p><b>Increase uptime to avoid delays</b></p> <p>Keep your equipment running to stay productive and reduce the risk of potentially costly unplanned events.</p>	<p><b>Manage your costs</b></p> <p>Maintain budgets with pre-paid service contracts and benefit from proactive care of your equipment. This includes routine preventive maintenance, replacement of wear &amp; tear parts, and refresher trainings to help your staff use your equipment effectively.</p>

## Discover our bioprocess service solutions

We take care of your bioprocess equipment throughout its life cycle. This allows you to concentrate on achieving the reliable results you are looking for. From service agreements to on-demand services – get in touch and let's discuss your individual service requirements.

<b>Start-up services</b>		<b>Recurring services</b>		<b>On demand services</b>		
<b>Installation Service</b>	<b>Qualification Service</b>	<b>Preventive Maintenance</b>	<b>Calibration / Verifications</b>	<b>Repair / Support</b>	<b>Application Assistance</b>	<b>Trainings</b>
<b>Service offerings</b>						





# Reliability

Let the experts set up your equipment and train you to use it correctly

Ensure your equipment is set up by experts to guarantee optimal performance and proper usage. Our representatives receive regular training directly from the manufacturer, providing them with the latest knowledge and best practices. Benefit from the expertise of certified professionals who adhere to manufacturer guidelines and use genuine parts and tools.

## Installation services

Expert equipment setup for proper performance from the beginning

- > **Professional installation and testing:** Certified Eppendorf staff will install and commission your equipment and software and will perform functional tests to ensure everything is working perfectly.
- > **Customized setup:** Our team will help you set up the equipment to suit your specific environment and provide basic training on its use.
- > **Detailed reporting:** An installation report will be prepared for your records.
- > **Qualified installation:** This allows you to meet your quality and regulatory standards right from the start.
- > **Warranty:** In the first year of warranty all repair costs are covered.



You can easily add installation services to the purchase order of your bioprocess system.





# Reliability

Let the experts set up your equipment and train you to use it correctly

Drive improved outcomes and better performance in your laboratory. Profit from expert application support to optimize the use of your equipment and plan in training sessions for your staff to reduce the risk of incorrect handling.

## Trainings

Be well prepared for your high quality standards in the laboratory

- > **Expert knowledge:** Certified service specialists provide an in-depth understanding of your bioprocess systems and the skills to operate it efficiently.
- > **User trainings:** Trainings improve efficiency, accuracy, and adherence to regulations and best practices through well-prepared staff.
- > **Advanced training programs:** Trainings on software setup, scripting, and product integration are designed to help you fully utilize your system.



You can book a training at any time.

## Application assistance

Optimize your equipment with the support of our application specialists

- > **Equipment optimization:** Enhance the efficiency and productivity with expert automation solutions.
- > **Tailored support:** Get support from our specialists with expertise in process development and automation.
- > **Improved outcomes:** Drive improved outcomes and better performance through optimized processes.



Contact us at any time to book application assistance.





# Quality and Compliance

Satisfy internal and external quality standards for hassle-free audits

The proper functioning of your instruments is crucial for achieving accurate bioprocess results. Ensuring and documenting this performance is essential to comply with regulatory requirements and standards.

## Calibration and verification

Ensure the functioning of your instrument according to the specified parameters

- > **Calibration and verification:** Certified service specialists verify the correct operation of your controls and calibrate those requiring periodic calibration. This ensures accurate performance, reducing waste from lost batches, and minimizing the costs associated with lost products due to inaccuracies.
- > **Maintaining equipment accuracy:** This supports adherence to industry standards, minimizing the risk of non-compliance penalties.



Book calibration and verification services as part of a preventive maintenance package.

## Qualification services

We help you comply with legal requirements and standards

- > **IQ/OQ:** Certified Eppendorf personnel provide a GxP-compliant installation qualification and operation qualification (IQ/OQ) documentation for certain equipment, which gives you security and reduces the workload for your qualification and audit processes.
- > **Standardized processes:** We support the qualification of your system, from setup to shutdown.



You can easily add IQ/OQ services to the purchase order of your system or request the OQ later.





# Uptime

Ensure peace of mind with proactive maintenance

An unplanned failure of your system means a deviation from the work plan, the loss of time, and the need to reorganize tasks. Ultimately, this results in additional costs, including those related to time, materials and personnel. We offer comprehensive maintenance plans tailored to your specific bioprocess application needs, ensuring that your equipment receives the care it requires to operate at peak efficiency.

## Preventive maintenance

Avoid unexpected downtime and disruptions

- > **Regular scheduled maintenance:** This helps avoid unexpected downtime and disruptions by detecting problems early.
- > **System checks:** Our staff performs system checks of gas flow and process parameter control, such as pH, DO, and temperature.
- > **Calibration and adjustments:** Our staff will calibrate and adjust gassing and document the results.



You can add preventive maintenance services directly to your purchase order or book it at any time later.

## Bioprocess Advanced Maintenance

### Bioprocess Advanced Maintenance

External inspection	✓
Internal inspection	✓
Functional checks	✓
Verifications	✓
Calibration and adjustments	✓
Audit-proof documentation	✓

Tailored to your equipment, Eppendorf preventive maintenances help you maintain optimum performance.

## Repair and support

Extend service life with technical support and repairs

- > **Original/OEM spare parts:** Their use ensures the reliable functioning of your equipment.
- > **Worldwide coverage:** Profit from our services worldwide with fast response times.
- > **Remote support:** Profit from remote support from technical product experts to save time and costs.



We are there for you whenever you need us.





# Cost Management

Optimize your budget with predictable service costs

We can help you achieve peak performance of your staff as well as your equipment while managing your budget. Benefit from our service agreements to keep your system fully functional at controlled costs.

## Service and warranty agreements

Focus on results, we will handle the rest

- > **We manage your equipment throughout its lifecycle:** This allows you to concentrate on achieving reliable results.
- > **Regular maintenance:** Our service agreements include regular equipment maintenance for a long service life and cover repair costs fully or partially.
- > **Budget control:** Minimize downtime and costly disruptions, ensuring consistent productivity and budget control.



You can add an agreement directly to your purchase order or book it later.

### We take care of your equipment throughout its life cycle



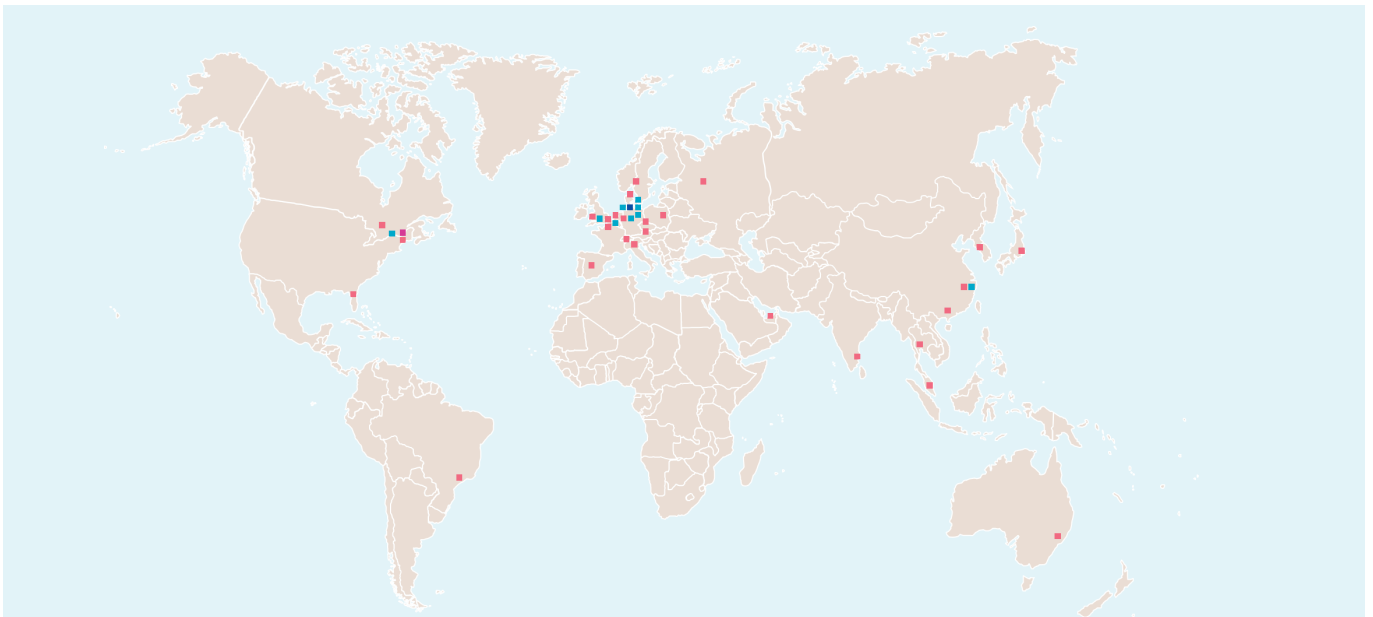
### Discover our service agreements

Warranty	Standard warranty	Extended Care	Service agreements	Advanced Care	Premium Care
Validity	12 months	24 months	Annual preventive maintenance	✓	✓
Annual preventive maintenance	✗	✓	Remote support and triage	✓	✓
Remote support and triage	✗	✓	Priority maintenance and repair scheduling	✓	✓
Priority maintenance and repair scheduling	✗	✓	Full repair parts, labor, and travel coverage	✗	✓
Full repair parts, travel, and labor coverage	✓	✓			



# Contact Us

Get in touch with our globally distributed team.



## Contact us



Would you like to get more information about our service offerings or discuss your individual requirements? Get in touch, we are all ears!

Mail to: [bioprocess-info@eppendorf.com](mailto:bioprocess-info@eppendorf.com)

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