

epServices
for premium performance

epMotion[®] Training & Applications

Eppendorf Support: Optimize your epMotion methods to their maximum level of performance



Boost Your *epMotion*[®] User Competence and Keep Your Instrument at Peak Performance for Best Results.



Standard to 21 CFR Part 11 Compliant Automation

Are you interested in simple and reliable ways to automate routine liquid handling tasks with the *epMotion* automated liquid handling system? Do you need to learn about automated pipetting according to FDA 21 CFR Part 11, EU GMP Annex 11, GLP, GAMP5 regulations? Eppendorf provides seminars and workshops that allow participants the opportunity to gather basic knowledge or develop more advanced skills like audit trail, electronic signature and data storage.

Eppendorf Training Center

The various classroom seminars and workshops combine both theory and practical sessions in which you will receive individual attention and practical hands-on experience. You will experience our ready-to-go applications with the *epMotion* as well as hands-on programming your own methods. In addition, you will receive comprehensive training material and a certificate to prove your successful participation.

***epMotion* Performance Plans**

Particular if you have invested in automating a highly sensitive application, you want to keep your instrument and tools operating at their peak for optimal results. When it comes to maintaining accuracy and reproducibility over the long term, preventive maintenance and certification services such as IQ/OQ and tool calibration are indispensable. Our services include inspection, cleaning, lubrication, partial overhauls, calibration and any necessary adjustments according to system specifications.



Do You Need Our Expertise
for Automating Protocols?



Automated Pipetting – difficult Application?

Are you having trouble with a protocol or are not sure how to optimize your automated application? We are happy to advise and assist you with your application. Eppendorf offers various application support services for *epMotion* users with low to high throughput experiments. Our network of highly skilled and extensively trained In-Field Automation Specialist are available for comprehensive application training and support after installation of your *epMotion* and during the setup of your own advanced methods.

Knowledge Base and Applications

Various Application Notes, Short Protocols, FAQs, and videos are available on our website, more ready-to-go methods, labware and software updates are available for downloading from our VIP login web page.

> www.eppendorf.com/automation

Application Implementation Terms

Eppendorf will provide the on-site support to program your *epMotion* methods for a single application as well as optimize all liquid classes needed for the application to the best of the instrument's capability. An initial in-house feasibility test is performed. Upon completion of the method on the customer's *epMotion*, the application will be approved by the user.

Ordering information for epMotion® Application Implementation, Seminars and Training offers	Order no. International
Application Implementation* > The Eppendorf epMotion Application Implementation agreement standard is intended for both new and existing instruments. Eppendorf will provide the on-site support to program the desired application methods for a single application as well as optimize all liquid classes needed. All users will receive a customized training that will include all necessary elements to properly use this workflow. In addition, a customized user guide will be prepared and given to the account during their training, which includes instructions on reagent volumes, deck setup and accessories needed.	on request
Liquid Class Optimization* > Initial inspection of the liquid > Adjustment of liquid class parameters > Confirmation that liquid is handled to the best of the instrument's capability	0082 030 169
On-site Training > epMotion® introductory training: epBlue™ software programming and usage, hardware functionalities, etc. > epMotion® GxP software - two days training	on request 5075 005 263
In-house Seminars and Training at Eppendorf > epMotion® Compact Course - two days: principles of automated dispensing systems, overview of epMotion® systems and application examples, hands-on > epMotion® GxP Course - two days: overview of regulations and laws in validated laboratory environments (GLP, GAMP5, 21 CFR Part 11), basics of validated working with epMotion®, overview on: audit trail, electronic signature, archiving, barcode ID reader, hands-on	on request on request

*Our In-Field Application Specialist accomplishes the programming, optimization and/or support of an application project beyond the scope covered in the seminars and training. The application contract does not include or guarantee the generation of application relevant data. All equipment (epMotion® and tools) must be within calibration and in good working condition prior to the initiation of the Application Implementation agreement. All liquids/reagents and consumables (tips, plates, tubes etc.) needed must be provided by the user.

For additional information, requests and local offers, also on maintenance and certification services refer to www.eppendorf.com/epServices. Liquid Class Optimization and Eppendorf Training Center offers are only available in selected countries and the services offered may vary.

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