



Evosep One Service Offerings

Evosep offers a targeted range of services for the Evosep One, in addition to complimentary telephone and remote support and express shipping of necessary components.

Warranty Extention	Preventive maintenance
<p>The standard product warranty remains in effect for a period of 12 months from the date of installation or 15 months from delivery whichever comes first.</p> <p>Any warranty requests must be filed within the warranty period.</p> <p>The warranty covers defects or failures of the Evosep One system and its major hardware parts occurring as a result of normal use or manufacturing defect.</p> <p>The covered parts include:</p> <ul style="list-style-type: none"> • Pumps (EV1001, EV1002) with integrated pressure sensors (EV1059) • Degasser (EV1005) • Valve actuator (EV1044) and valve spring stacks (excluding valve rotors and stators) • Flow sensors (EV1015, EV1016, EV1100) • Autosampler mechanism and tools <p>The warranty does not cover defect or failures resulting from damage caused by accidents, neglect, misuse or abuse.</p> <p>Instrument wear parts (in most cases all parts which are in contact with solvents and/or sample) are not covered by warranty. E.g. tubing, fittings, rotor, stators, seals, needle etc.</p>	<p>Maintaining the Evosep One requires both routine maintenance on a daily, weekly or even per-sample basis as well as specialized maintenance, best carried out by trained experts.</p> <p>Routine maintenance is explained in the user manual and demonstrated during installation.</p> <p>The instrument was designed from the ground up with robustness in mind, so the <i>recommended preventive maintenance interval is every 30.000 injections</i> so the time frequency depends on the actual usage.</p> <p>To provide peace of mind, Evosep offers a Preventive Maintenance visit product that replace the valve rotors by default and checks the overall system performance in general by going through all the relevant procedures and check points.</p> <p>The Preventive Maintenance includes travel and a full working day on-site.</p> <p>Other wear parts (tubing, seals, injection needle) can be installed and invoiced as needed when authorized by customer.</p>
<p>Warranty extension must be purchased upfront or before the current warranty expires.</p>	<p>Preventive Maintenance can be ordered on an ad-hoc basis or called off from up-front purchases.</p>

Ordering information

Description	Part Number
Evosep One	EV1000
Warranty Extension (1 year)	EV0010
Preventive Maintenance (1 visit w/consumables)	EV0011