

# Evosep One Service Plans

To support your Evosep One system after the initial warranty period, Evosep offers a comprehensive range of service plans and products<sup>1</sup>, ranging from complimentary telephone and remote support through to full spare and wear parts coverage. The main components of the service plans are as follows.

## Preventive Maintenance

Keeping the Evosep One operational requires both regular as well as the occasional specialized maintenance, best carried out by trained experts. Routine maintenance explained in the user manual and demonstrated during installation.

A scheduled Preventive Maintenance visit replaces the valve rotors by default and checks the overall system performance by going through all the relevant procedures and check points. When included in one of our service contracts, the visit will be scheduled at the beginning of each contract year. Additional Preventive Maintenance visits can be purchased as needed.

Wear parts (e.g., tubing, seals, injection needle) can be installed and will be invoiced as needed when authorized by the customer.

## Wear Parts Coverage<sup>2</sup>

For ultimate peace of mind, we offer wear parts coverage (incl. shipping) to convert unexpected bills into a managed operating cost. Wear parts include tubing, fittings, rotor, stators, seals, injection needle but exclude consumables such as Evotips, columns, and emitters as well as additional accessories. Almost all wear parts are considered user replaceable.

Wear parts coverage is only available as part of our Performance Service plan or as an add-on for the first year at point of sale with a corresponding instrument purchase.



## Spare parts coverage

Spare parts coverage covers defects or failures of the Evosep One system and its major hardware parts occurring from normal use or due to manufacturing defects. Spare parts coverage does not cover defect or failures resulting from accidents, neglect, misuse, or abuse.

The covered parts include the pumps (with integrated pressure sensors), degasser, valve actuator and spring stacks (excluding valve rotors and stators), flow sensors, and the autosampler mechanism and tools. Labor and travel included for non-user replaceable parts.

Instrument wear parts (in most cases all parts which are in contact with solvents or the samples, e.g. tubing, fittings, rotor, stators, seals, injection needle) are not covered by Spare parts coverage.

## Consumables

Consumables such as Evotips, emitters, columns and solvents are not covered by any of our service plans.

<sup>1</sup> Terms and conditions apply

<sup>2</sup> Wear parts are only shipped after online support determines the need, at Evoseps' sole discretion

# Service Plans

## Basic Service

Basic Service is complimentary to our direct customers and covers unlimited online support in our normal business hours. Parts and on-site labor will be invoiced accordingly.

## Endurance Service

Endurance Service adds Spare parts coverage, one scheduled Preventive Maintenance visit, and priority remote support to our complimentary Basic Service. Endurance service is recommended to keep your Evosep One running at its best, while covering defects and breakdowns in expensive spare parts.

## Performance Service

Performance Service adds Wear Parts Coverage to Endurance Service for complete peace of mind with no other instrument running costs than solvents, consumables, and additional accessories.



## Overview

PRODUCT	ONLINE SUPPORT	PREVENTIVE MAINTENANCE	SPARE PARTS COVERAGE	WEAR PARTS COVERAGE
Basic	✓			
Preventive Maintenance		✓		
Endurance Service	✓	✓	✓	
Performance Service	✓	✓	✓	✓

## Ordering information

Service plans can only be ordered prior to the end of the system (extended) warranty or following a paid inspection visit to ensure the operability of the instrument. Any repairs must be completed before service plans can start.

Follow the QR code and find your local sales representative to hear more details about the different service plans and get an individual quote matched to your needs.

