

Evosep Eno Service and Support

Evosep have the support and service plans to enable you to get the best out of your Evosep Eno. In addition to our fast and professional factory support, we are working closely with a network of expert service providers to offer local service.

With an Evosep Service Plan, you can be assured that you are getting the highest productivity and efficiency from your Evosep Eno!

Experience

- Expert guidance directly from hands-on specialists on first contact
- Support requests answered within 24 hours
- 90% cases solved remotely

Benefit from

- Maximum uptime by priority support
- On-site support with guaranteed response time
- Managed operating costs
- Modular service offerings available as add-ons



Choose the right service plan

Evosep Service Plans are available with different coverage and response time guarantees.^{1, 2}

Endurance Service

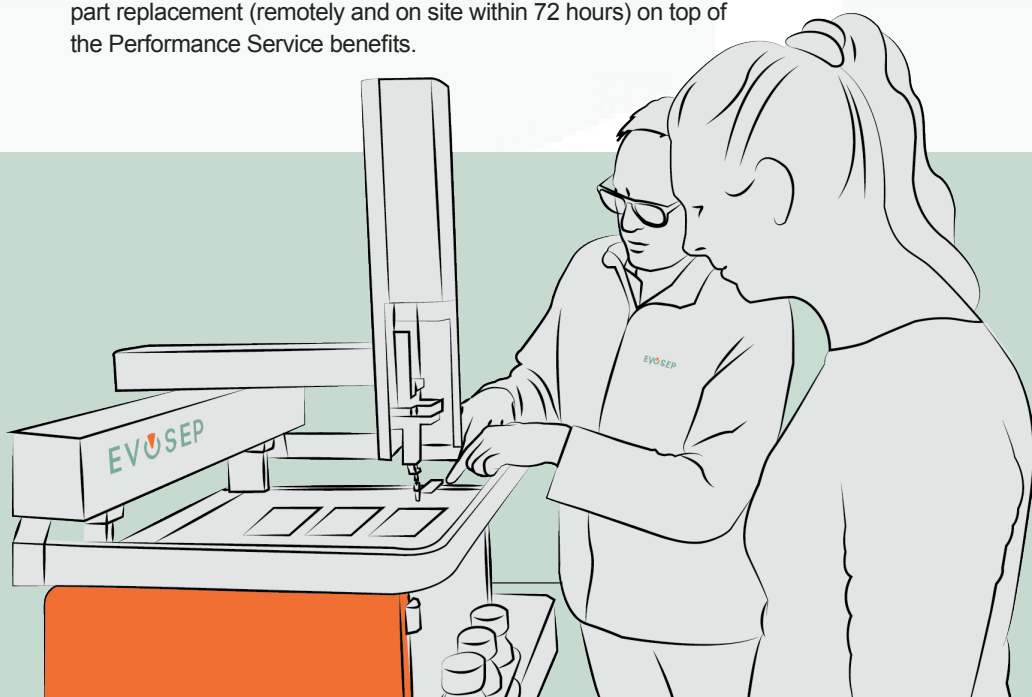
Endurance service is recommended to keep your Evosep Eno running at its best, while covering defects and breakdowns of expensive spare parts. This includes spare parts coverage, one scheduled Preventive Maintenance visit, and priority remote support.

Performance Service

On top of what is included in the Endurance service, the Performance service covers wear parts. This ensures maximum uptime and that Evosep Eno maintenance and associated costs are under control. Fast on-site response time reduces operational risks.

Excellence Service

For complete peace of mind, the Excellence Service offers comprehensive managed support by Evosep Experts, including user troubleshooting and wear part replacement (remotely and on site within 72 hours) on top of the Performance Service benefits.



Service Overview

	Endurance Service Contract	Performance Service Contract	Excellence Service Contract
Troubleshooting wizards and online tools			
Free remote diagnosis and repair support	 Priority	 Priority	 Priority
Software and method upgrades			
User certification training			
Spare parts coverage			
Preventive maintenance (PM)	 1 per year	 1 per year	 1 per year
Wear parts coverage			
Free service repair visits			
Max. on-site repair response time	5 business days	3 business days	3 business days

- 1 Terms and conditions apply. Not available in all regions.
- 2 Evosep service plans run for one year from activation. They can be renewed.

Preventive Maintenance

Keeping the Evosep Eno operational requires both regular user maintenance as well as annual specialized service carried out by trained experts.

The Preventive Maintenance (PM) visit replaces the valve rotors and checks the overall system performance.

Ordering Information

Contact your local sales representative for details, more information, or an in-depth discussion about your needs.

P/N	Part
EV0011	Preventive Maintenance
EV0016	Endurance Service
EV0017	Performance Service
EV0029	Excellence Service

Support Toolbox

On evosep.com/support/, Evosep offer a range of materials for self-study, guidance, and trouble-shooting.

"The response time is always really fast. Usually, if you have any questions, they are almost immediately answered."

Salla Keskitalo, Head of Laboratory,
HiLIFE Proteomics Unit,
University of Helsinki



-  **Software updates**
-  **Video tutorials**
-  **Pump example data**
-  **MS connections**
-  **Documentation**
-  **Troubleshooting**
-  **FAQ**

Contact support

We love to hear from our users. If you need information or more assistance, do not hesitate to reach out to our support team at support@evosep.com.

For more information about our service plans, please contact us at sales@evosep.com.

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