

# Evosep Eno Service and Support

Evosep provides service and support 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're getting the highest productivity and efficiency from your Evosep Eno!

## Experience

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

## Benefit from

- Maximum uptime by priority support
- On-site support within 3 business days
- Managed operating costs
- Qualification services and scheduled preventive maintenance



## Service Overview

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

All service contracts are available with Installation and/or Operational Qualifications.

Evosep Service Plans are available with different coverage and response time guarantees.<sup>1</sup>

### Endurance Service

Endurance service is recommended to keep your Evosep Eno running at its best, while covering defects and breakdowns in 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 3 business days) on top of Performance service benefits.

### Preventive Maintenance

Keeping your Evosep Eno system operational requires regular user maintenance and annual expert service. A scheduled Preventive Maintenance (PM) visit includes valve rotor replacement and a full system performance check.

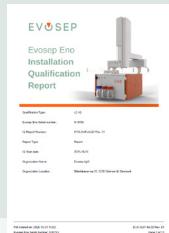
<sup>1</sup> Terms and conditions apply to all service plans and instrument qualifications. Not available in all geographies, enquire for details.

## Instrument Qualifications

For regulated laboratories and those maintaining high quality standards Evosep offers qualification services in combination with service plans.

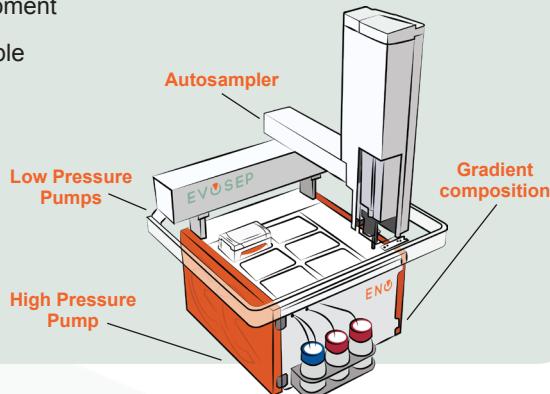
### Installation Qualification (IQ) checks that:

- ✓ Instrument is delivered as designed and specified
- ✓ Instrument is properly installed in the selected environment
- ✓ Environment is suitable for the instrument



### Operational Qualification (OQ) checks that:

- ✓ Instrument will function according to its operational specification in the selected environment



The qualification protocols align with USP Chapter <1058>, Analytical Instrument Qualification, using calibrated, traceable tools for an MS-free, full system evaluation, delivered in a tamper-proof report.

A qualified and standardized system assures data confidence through:

- System operation functionality verified in a manufacturer designed qualification
- Meeting requirements and helping demonstrate compliance with laboratory quality standards<sup>2</sup>
- Saving user time on quality test evaluations and reports

*"The Evosep OQ contains exactly what we need for our instrument qualification."*

**Esben Fisker**, Quality Assurance Manager, Alphalyse

<sup>2</sup> Evosep does not guarantee compliance with any particular laboratory quality requirements

# Support Toolbox

On [evosep.com/support](http://evosep.com/support), Evosep offers 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
-  Trouble-shooting
-  FAQ

## Ordering information

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

[sales@evosep.com](mailto:sales@evosep.com)



## Contact support

If you need information or more assistance, do not hesitate to reach out to our support team.

[support@evosep.com](mailto:support@evosep.com)



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