Research Repair plan

Stay focused on discovery—let us handle the unexpected

We know how critical it is to keep your research moving forward without interruption. Our Research Repair plan is designed to protect your ÄKTA™ avant, ÄKTA pure™, or ÄKTA go™ chromatography system from unexpected repair costs with full repair coverage and a comprehensive health check performed by our expert service team.

- Unlimited repairs during the term of the contract.
- Health checks that inform you of your equipment's condition and future service needs, empowering you to perform thorough risk assessments and providing valuable insights to support planning for hardware upgrades.
- Access to OptiRun™ Connect, a data-based remote equipment monitoring platform tracking component usage, error and service logs, and instrument service data in real time, providing alerts and troubleshooting guides to empower users and helping faster online or onsite resolution.

Comprehensive set of tests and inspections

Functionality verification	Optional modules	System test
• Visual inspection of flow path • Visual inspection of valves • Check valve number of turns • Zero pressure sensors • Test air sensors • Inspect pH probe • Inspect inline filter • Check rinsing solution	• Inspect fraction collectors and mark modules in used • Inspect sample pump	• System performance test • Fraction collector perfomance test



With OptiRun™ Connect remote monitoring system, we can provide remote support within 2 hours of an alert and resolution time is typically reduced by 50%.

Source ServiceMax February 2025.

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Streamline your repair process

Research Repair plan coverage

Place support call → Priority remote support → Engineer dispatched if needed

Faster resolution and budget predictability with Research Repair plan

Without a plan coverage

Place support call → Speak with remote support → Receive a service estimate → Request a purchase order (PO) internally → Wait for PO approval → Sign off on service estimate → Service engineer assigned

Contact your regional representative for service level agreements in your area.

Research Repair plan overview

Duration	1 year
Health check	One per year
Repair coverage	Parts, labor, and travel for instrument failures
Preventive maintenance	10% discount
OptiRun Connect	Included
Remote support	Included
Response time	10 days



cytiva.com/equipment-services

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