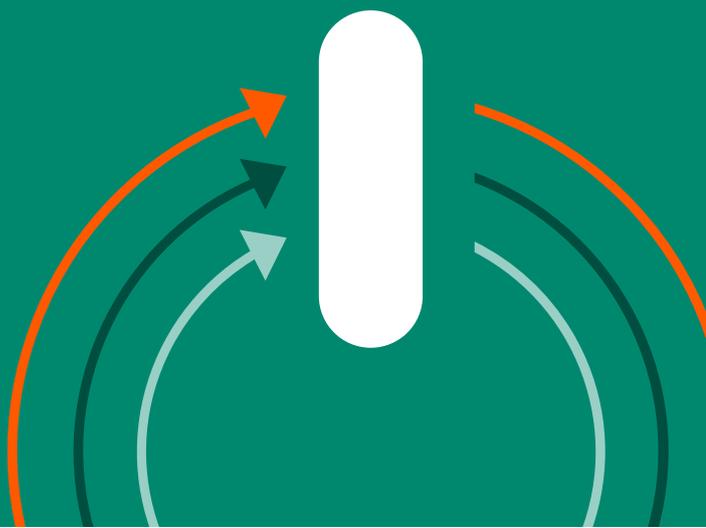


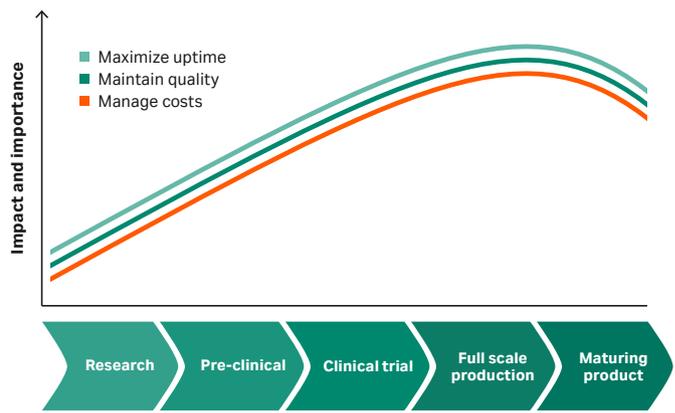
# Extended warranty coverage

For your surface plasmon resonance (SPR) and chromatography systems



To comply with GMP guidelines, your system requires several critical steps before it is fully installed and operational at your facility. Maintaining compliance and ensuring that your SPR or chromatography system delivers reliable performance for years to come depends on regular maintenance and professional servicing.

At Cytiva, we understand the importance of business continuity and how service needs evolve throughout the product life cycle. Investing in an extended warranty at the time of purchase helps protect you against unexpected performance issues, maximize system uptime, maintain consistent product quality, and control operational costs—from the moment you start using your system.



## Extended warranty coverage keeps your equipment in optimal condition

### Why choose extended warranty coverage?

- Minimize risk for unexpected downtime from day one by securing priority response from a Cytiva engineer at your site.
- Test and replace parts proactively to avoid unexpected performance issues or contamination risk after commissioning and process validation period.
- Provide access to operational drift measurements to ensure the process remains in control before and after performed maintenance.
- Lock in the lowest price from day one by investing in the warranty agreement when you purchase your system.
- Ensure total budget predictability for a predefined period of time no matter what maintenance issue you may ultimately have.

|  | <br>Maximize uptime | <br>Manage costs | <br>Maintain product quality and integrity in production |
|--|--|---|---|
| Minimize risk for unexpected downtime from day one by securing priority response from a Cytiva engineer at your site.                              | ✓  | ✓   | ✓   |
| Test and replace parts proactively to avoid unexpected performance issues or contamination risk after commissioning and process validation period. | ✓  | ✓   | ✓   |
| Provide access to operational drift measurements to ensure the process remains in control before and after performed maintenance.                  |  |   | ✓   |
| Lock in the lowest price from day one by investing in the warranty agreement when you purchase your system.  |  | ✓   |   |
| Ensure total budget predictability for a predefined period of time no matter what maintenance issue you may ultimately have.                       |  |   |   |

## Plan your success now; prevention is the best cure

Investing in an extended warranty agreement when you purchase your equipment locks you into the lowest price for expert service for up to five years.

### Service overview

| System                | Coverage length*    | PM visits included       |
|-----------------------|---------------------|--------------------------|
| SPR system            | 24 / 36 / 60 months | 2 or 3 / 4 or 5 / 5 to 9 |
| Chromatography system | 24 months           | 1 or 2                   |

\*The length includes the 12-months factory warranty.

For continued support for five or six years after the start-up period, you can add appropriate preventive maintenance service agreements that suit your production needs.

## Receive priority response time when it matters most

A quick response time on site will minimize unexpected issues that could impact production.

| Period                          | Response time with 24/36 months extended warranty | Response time without a service agreement |
|---------------------------------|---|---|
| Year 1 (e.g., factory year 0-1) | 3 days  | 5 days                                    |
| Year 2 (year 1-2)               | 3 days  | Best effort                               |
| Year 3 (year 2-3)               | 3 days  | Best effort                               |

**Note:** Regional differences may occur.

## Take advantage of speedy service support



For more information, visit [cytiva.com/equipment-services](https://cytiva.com/equipment-services)

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