

Training and applications support for ÄKTA protein purification systems

For research and process development



Whether you are buying your first ÄKTA system or adding more capability to your purification lab, your purchase includes more than just a chromatography system. We back our products with a commitment to ongoing service and application support throughout the lifetime of the instrument. This document outlines the support you can expect from your Cytiva team.

Support and services provided to you by Cytiva throughout the useful life of your ÄKTA™ system include:

- Installation by a specifically trained Cytiva Field Service Engineer or Application Specialist
- Customized new system training for all users in your lab or extended training for key users at one of our training centers
- Free on-line training in the UNICORN™ software for all users is included with the purchase of ÄKTA avant and ÄKTA pure
- Lifetime consultative support through field-based and office-based application scientists
- Ample opportunities for specialized in-depth training on system and software operation as well as on many different aspects of protein purification
- Free-of-charge access to the latest versions of instrument firmware, column library files for the UNICORN software, and user manuals

In addition, Cytiva provides a number of knowledge resources to enhance the skills of your protein research team. These resources include our principles and methods handbooks, mobile applications and tools, videos, and more. Visit **www.cytiva.com/AKTA** to access the most recent information.

This document describes the different types of support and services that are provided by Cytiva to help you get the most out of your ÄKTA system. The described offering is commonly available in most parts of the world, but local variations might apply. Please consult your local field support team for details on which services are available at your location.

Installation

A specifically trained Cytiva Field Service Engineer will perform installation, performance tests, and, in some cases, operational training of ÄKTA systems such as ÄKTA avant and ÄKTA pure. In some countries, installation of ÄKTA systems is performed by service-trained Field Application Specialists (FAS)¹.

Prior to installation, you should receive a preinstallation checklist. This document contains important information to review and instructions that will contribute to a successful installation.

New system training

Following installation, Cytiva provides a customized on-site training led by a Cytiva Product Specialist or FAS. In order to ensure that the lab gets as much value as possible out of your new ÄKTA system, training of all users is provided over the course of the warranty period as outlined here.

In some regions, including some European countries, the new system training is provided at a Cytiva training center instead. This training is typically extended over several days and includes practical sessions using real samples, in addition to the key topics described here.

The initial and follow-up training sessions will give your group of users the essential knowledge to get the most out of your new ÄKTA system. Ongoing application-related questions can be addressed through our Lifetime Consultative Support program and through our Scientific Support team.

Initial training

Prior to the initial training, your FAS or product specialist will contact you to discuss the range of applications you plan to run on your new ÄKTA system as well as prior experience within protein purification within the group of identified users. This will help to tailor the training to meet the needs of the team.

The initial training is approximately four hours (one half day). If you do not have any prior experience in using ÄKTA systems, the objective will be to provide sufficient understanding of the system to get started with basic operation and creation of methods so that you can perform the first purification runs.

Although customized, the initial training typically covers the following topics:

- Instrument overview and operation
- Data management
- Basic maintenance
- Method writing and data analysis relevant to your applications

Tip! Designate at least one “super user” within the group to be responsible for:

- Coordinating training for additional users
- Tracking usage of the system and columns and determining the need for system cleaning, preventive maintenance, and similar.
- Coordinating with IT personnel for data backup and other IT related requirements
- If desired, managing user access to the system

¹ Actual title of your local field-based application scientist may vary due to geographical and business differences within Cytiva. This document will use the term FAS or product specialist to refer to the specifically trained specialist delivering training and applications support to your lab.

The emphasis for the initial training is on hands-on system operation and getting familiar with the hardware and software. Timing normally does not allow conducting runs with real samples. If you wish to have this included, please inform your FAS or product specialist and ask for further options.

If this is your first encounter with ÄKTA avant or ÄKTA pure, but have experience in older ÄKTA systems, part of the training session will cover the most important similarities and the major differences and improvements with the latest generation of ÄKTA systems. Commonly, one initial training session is sufficient for an experienced user to be fully proficient on the system. If the group of users has a high level of skills, the initial training session can instead be used for advanced topics of interest.

Upon completion of the initial training, your FAS or product specialist will leave key documents on the computer that controls the ÄKTA system. These documents include operating instructions and contact information.

Follow-up training

Together with your FAS or product specialist, you will tailor the training program to meet the needs of your lab over time. If needed, a follow-up training may be conducted at a later date during the warranty period. Usually the follow-up training is designed to provide additional in-depth knowledge about topics of special interest. Alternatively, such topics can be addressed through consultative support. The follow-up training can also be an interactive session to address questions from the user group.

UNICORN online training course

If you wish to learn how to use the UNICORN software at your own pace, the purchase of an ÄKTA avant or an ÄKTA pure system includes access to an online course for an unlimited number of users. This course includes interactive step-by-step tutorials on how to perform different tasks and provides an excellent overview for beginners as well as for users of earlier versions of UNICORN who need to become acquainted with the new features introduced in UNICORN 6.

Continued learning

Refresher training

Many labs experience turnover in their user base, which can lead to instruments being unused because no one recalls how to operate them. In other cases, you may have obtained an ÄKTA system through a donation or transfer from another lab. For these situations, we can offer customized refresher trainings similar to the new system training described above.

Please contact your FAS or product specialist to discuss what your needs are and we can create a training plan to fit your needs and budget.

Field Application Scientists (FAS) or Protein Purification Specialists

Our team of field-based, regionally located scientists has extensive experience in providing practical support to our users. This team helps you troubleshoot and streamline your approach for solving today's problems. Education, training, and optimization consultation are the heart of this team's approach for customer support.

Fast Trak courses

Our popular Fast Trak courses are hands-on courses covering a variety of topics relevant to biotherapeutic development. A Fast Trak course can provide valuable training to supplement your new system training.

Visit www.cytiva.com/fasttrak to learn more.

Lifetime consultative support

As the original owner of an ÄKTA system, you will have access to continuous consultative applications support from your FAS or product specialist and our Scientific Support team throughout the lifetime² of the instrument. Support is provided via phone, email and, if necessary, also in person.

Our Field Applications and Protein Purification Specialist teams and our Scientific Support team have extensive experience in protein purification within research as well as biotherapeutic process development.

Consultative support can include:

- Advice on suitable purification protocols for your particular proteins and their intended uses
- Tips relating to the UNICORN software functions to help you get more out of your system
- Troubleshooting when not achieving expected results
- Support for a hardware error message or hardware failure to minimize unnecessary service visits
- Seminar sessions for departmental groups covering basic or advanced topics related to protein purification, instrument tips, and more.

Note: Consultative support does not include service repairs or performing preventive maintenance.

Other support requests

Some customers occasionally request in-depth or hands-on assistance with topics such as method creation, method transfer, or custom method programming. Cytiva tries to accommodate such requests on a case-by-case basis. A fee can apply depending on the scope of the project.

For your satisfaction

ÄKTA system warranty

Depending on region, Cytiva research instrumentation comes with a minimum of a one year warranty from date of delivery. During that time, any repair and service engineering costs are fully covered at no charge. Please note that preventive maintenance and wear parts, such as pH electrode and tubing, are not included in the one year system warranty.

Fast Trak

Fast Trak lends decades of expertise to upstream and downstream pharmaceutical development projects. The team provides an experienced set of hands and minds to consult and assist with the development of biotherapeutics and refinement of processes.

Scientific support

With the pace of technological change in today's industry, we believe expert scientific support is key in the support of our customers. Get on-the-spot access to experienced scientists with advanced degrees and practical experience in protein purification, molecular biology, and other related fields. Our team is available by phone or email during local business hours.

² Lifetime is defined as the period of time that covers when a particular instrument is offered for sale by Cytiva as well as an end-of-life (EOL) period after the discontinuation date. Five years is typically the length of time for EOL service support for chromatography instruments. Consultative support is provided until the end of the EOL period, through field-based and office-based Application Specialists. After the EOL period, consultative support may be provided when possible. Upgrading to a new chromatography instrument from Cytiva during the EOL time period will make sure you continue to receive the full level of consultative support that we provide.

UNICORN grace period policy

UNICORN software is licensed with a so-called grace period of one year from the initial date of purchase. During this time you are entitled to a free-of-charge upgrade to any new revision of the software that Cytiva makes commercially available. Note that revision in this case means the second version number, for example, to go from version 6.x to 6.(x+1) but not from version 5 to 6. Software installation support or any other related service can be subject to a fee.

Complaints, suggestions, or praise

Should you experience any kind of issue, please contact any member of your local field team or our Customer Care Center in order for us to solve this as quickly as possible. We also welcome any feedback and suggestions for improvements on our products and services. ÄKTA avant, ÄKTA pure, and UNICORN software are all the result of extensive dialogue with our users.

Keep your system up to date

As owner of ÄKTA avant and ÄKTA pure systems, you have free-of-charge access to the latest version of UNICORN Instrument Configuration³ software at all times. This software contains the instrument firmware and other important functionalities and is needed to run your ÄKTA system through the UNICORN software. New versions of the instrument configuration software are usually provided in order to improve the performance of your system, correct identified errors, and to support extended functionality added to the ÄKTA system platform.

In addition, a column library file for the UNICORN software, which provides important run parameters for Cytiva chromatography columns, is also regularly updated and made available for free download to our users.

The above downloads together with the latest versions of user manuals, various instructions, and other valuable information to help maximize the value of your ÄKTA system is available at:

ÄKTA avant: www.cytiva.com/aktaavant-software

ÄKTA pure: www.cytiva.com/aktapure-software

Downloads are found under Related Documents.

We look forward to support and work with you today and in the future as your protein purification efforts evolve. Cytiva is committed to make sure your ÄKTA protein purification system will provide significant value to your research for many years to come.

³ New versions of Instrument Configuration software may require upgrading to a recent version of UNICORN in order to work. Upgrades of UNICORN may be subject to a fee. For more information, see section *UNICORN grace period policy*.

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For local office contact information, visit cytiva.com/contact

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Purifying proteins?

Get help from the Purify and ÄKTA apps.
www.cytiva.com/purify

