

# OptiRun Service Solutions

**Ensure optimal performance from your Biacore systems with OptiRun preventative maintenance**



**Peak performance and minimal downtime are important to your research outcomes.** Maintaining complex equipment in prime condition is essential for meeting your goals in speed, accuracy, and productivity.

Preventative maintenance (PM) reduces the likelihood of unexpected breakdowns. It maintains quality while protecting your schedule. It keeps your equipment properly tuned and provides PM service reports upon completion. At Cytiva, PM is also an integral part of the design process. You benefit from our global experience maintaining thousands of Life Science systems.

## **Main outcomes you can expect from PM:**

- Extend the life of your Biacore™ system
- Enable traceability via visit records
- Detect any issues that might cause potential future failures
- Maximize productivity
- Keep your equipment to original specifications
- Ensure quality of results



## **Our scientific and engineering experts are the right ones to perform PM on your system**

Designing and servicing complex research equipment requires a deep understanding of both the process and the science behind it. Cytiva service engineers are trained and certified to perform PM on your Biacore system.

# Comprehensive testing and parts replacement

During preventative maintenance, our qualified engineers run a set of 50 comprehensive functional tests and replace any necessary components, using quality parts. Cytiva service engineers are exclusively licensed to run these tests. During a PM visit, wear parts and components critical to your work flow will be replaced to prolong the life of your equipment. Parts most prone to wear and tear are determined by tests performed during equipment development and by ongoing analysis of our service records. We are constantly improving the scope of our replacement parts list to best serve your needs.

## Extensive set of 50 tests and inspections

System check

Rack drive unit verification

Pneumatic control unit test

Temperature control verification

Liquid system operation verification

Optical unit and docking inspection

Autosampler lubrication and calibration

Pump mechanism cleaning and lubrication

Syringe maintenance

Chip insertion verification

Verification of Biacore control software

## Quality parts replaced during PM

Integrated  $\mu$ -Fluidic cartridge (IFC)

Optical interface

Syringe maintenance kit

Peristaltic pump tubing

**Note:** Parts replaced during preventative maintenance may vary from model to model. If your Biacore system is not covered by a Cytiva service agreement, any part replaced other than a wear part will incur additional charges.




## [cytiva.com/service](https://www.cytiva.com/service)

Cytiva and the Drop logo are trademarks of Global Life Sciences IP Holdco LLC or an affiliate. Biacore, BioProcess and OptiRun are trademarks of Global Life Sciences Solutions USA LLC or an affiliate doing business as Cytiva.

© 2020 Cytiva

For local office contact information, visit [cytiva.com/contact](https://www.cytiva.com/contact)

CY14843-24Nov20-FL

	<b>OptiRun LifeCycle</b>
	<b>Service traceability</b>
	<b>Maximized productivity</b>

## PM documentation

Following service or repair, Cytiva provides a standardized set of test results and documentation. This saves time, reduces costs, and supports compliance. Your OptiRun™ service engineer documents each PM visit and provides a full service report. PM protocols are available for review on request.

## PM schedule

Our standard recommended PM frequency is two preventative maintenance visits per year if:

- Instrument usage is high
- Organic solvents are being used
- Instrument is used in a multi-user environment

## PM, an integral part of our service agreements

To ensure the continued performance of your system, we build preventative maintenance into all our service agreements. Go to [cytiva.com/service](https://www.cytiva.com/service) to learn more about our OptiRun service agreements.

For more information, or to schedule a preventative maintenance visit: [cytiva.com/service](https://www.cytiva.com/service)

