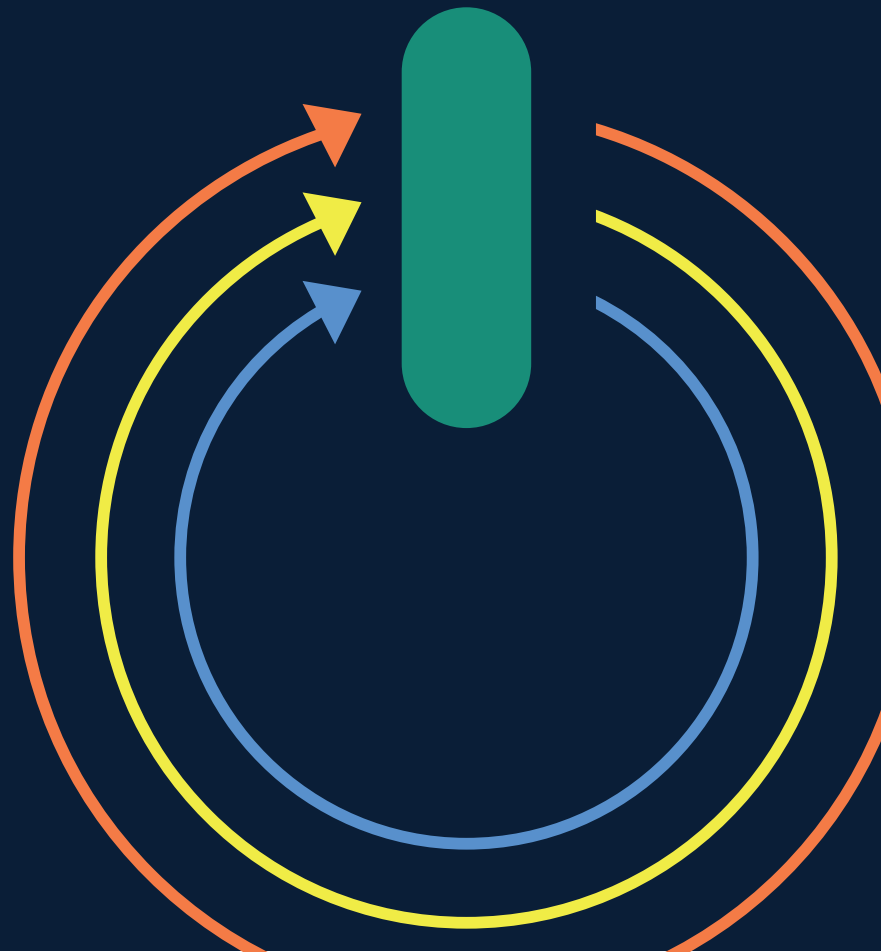


# OptiRun Service Solutions

**Secure continuous performance of your Xcellerex bioreactor system with preventive maintenance**



## **Your bioproduction is important.**

Maintaining complex equipment in prime condition is essential for achieving your objectives in performance, productivity, and compliance.

Preventive maintenance (PM) is critical to optimal outcomes and reduces the likelihood of unexpected breakdowns while maintaining schedule and quality. 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 Xcellerex™ systems
- Enable traceability via visit records
- Detect any issues that might cause potential future failures
- Maximize productivity
- Restore your equipment to factory specifications
- Ensure quality of results

## **Our scientific and engineering experts are qualified to perform PM on your system**

Designing and servicing complex bioprocess equipment requires a deep understanding of both the process and the science behind it. Our engineers and scientists work together to provide a complete solution to complex customer needs. Cytiva service engineers are trained and certified to perform PM on Xcellerex bioreactors.

- **Extended lifecycle**
- **Service traceability**
- **Maximized productivity**



## Comprehensive testing and inspections

During preventive maintenance, our qualified engineers run necessary tests and verifications to bring your equipment to factory specifications and replace any necessary components using quality parts from Cytiva. These tests were designed and optimized throughout development of the product and reflect functional tests performed during equipment manufacture and before delivery to your site. During the PM visit, 40 tests and inspection points are performed and necessary parts are replaced.

### Documentation

Cytiva provides a standardized set of documentation and test results after the service or repair. This saves time, reduces costs, and supports compliance when working in a regulated environment. The service engineer documents each PM visit and provides a service report upon completion of the visit.

### PM, an integral part of our service agreements

|  | BUILT AROUND ASSET   |  |  |  | BUILT AROUND YOUR SITE                               |
|--|--|--|--|--|--|
|  | Extended Warranty at POS                                       | FullCare   | ExtendedCare   | EssentialCare  | SiteCare   |
|  | <i>24 months of full coverage with 1 PM in the second year</i> | <i>Our most comprehensive service plan; full coverage with 1 PM per year</i> | <i>24 months of coverage for low usage equipment needing 1 PM over two years</i> | <i>Recommended if you want 1 PM per year without full coverage</i> | <i>A new flexible and customizable service model</i> |
| <b>Full coverage</b>                     | •  | •  | •  |  | <b>Add-on</b>  |
| <b>Labor and travel</b>                  | •  | •  | •  |  | <b>FlexHours</b>                                     |
| <b>Repair parts</b>                      | •  | •  | •  |  | <b>Add-on</b>  |
| <b>Response time</b> (days)              | <b>3</b> days  | <b>3</b> days  | <b>3</b> days  |  | <b>24h / 48h / FE</b> on-site                        |
| <b>Duration</b> (months)                 | <b>24</b> months   | <b>12</b> months   | <b>24</b> months   | <b>12</b> months   | <b>12</b> months                                     |
| <b>Preventive maintenance visit</b>      | <b>1x</b> second year  | <b>1x</b>  | <b>1x</b> second year  |  | <b>Add-on</b>  |
| <b>Parts advisory service</b>            |  |  |  |  | •  |
| <b>Quarterly service reviews</b>         |  |  |  |  | •  |
| <b>Change control notification</b> (CCN) | •  | •  | •  | •  | •  |
| <b>Priority call back</b>                |  |  |  |  | 1h   |
| <b>Priority support line</b>             |  |  |  |  | •  |

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

## [cytiva.com/optirun](https://cytiva.com/optirun)

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| Extensive set of 40 tests and inspections      |  |
|--|--|
| Valve manifold                                 | pH signal test and DO signal test        |
| Mass flow controller test                      | Vessel weight test                       |
| Pressure verification                          | UPS test                                 |
| Pump speed test                                | Emergency stop test                      |
| Vessel temperature verification                | Light stack test                         |
| Filter temperature test                        | Cabinet air filter test (n/a for XDR 10) |
| Condenser temperature test                     | Mechanical inspections                   |
| Agitator alignment verification and speed test |  |

### PM interval

Cytiva recommends one comprehensive annual PM for high-usage bioreactor systems that typically run more than 2000 h per year and one PM every two years for low-usage equipment.

