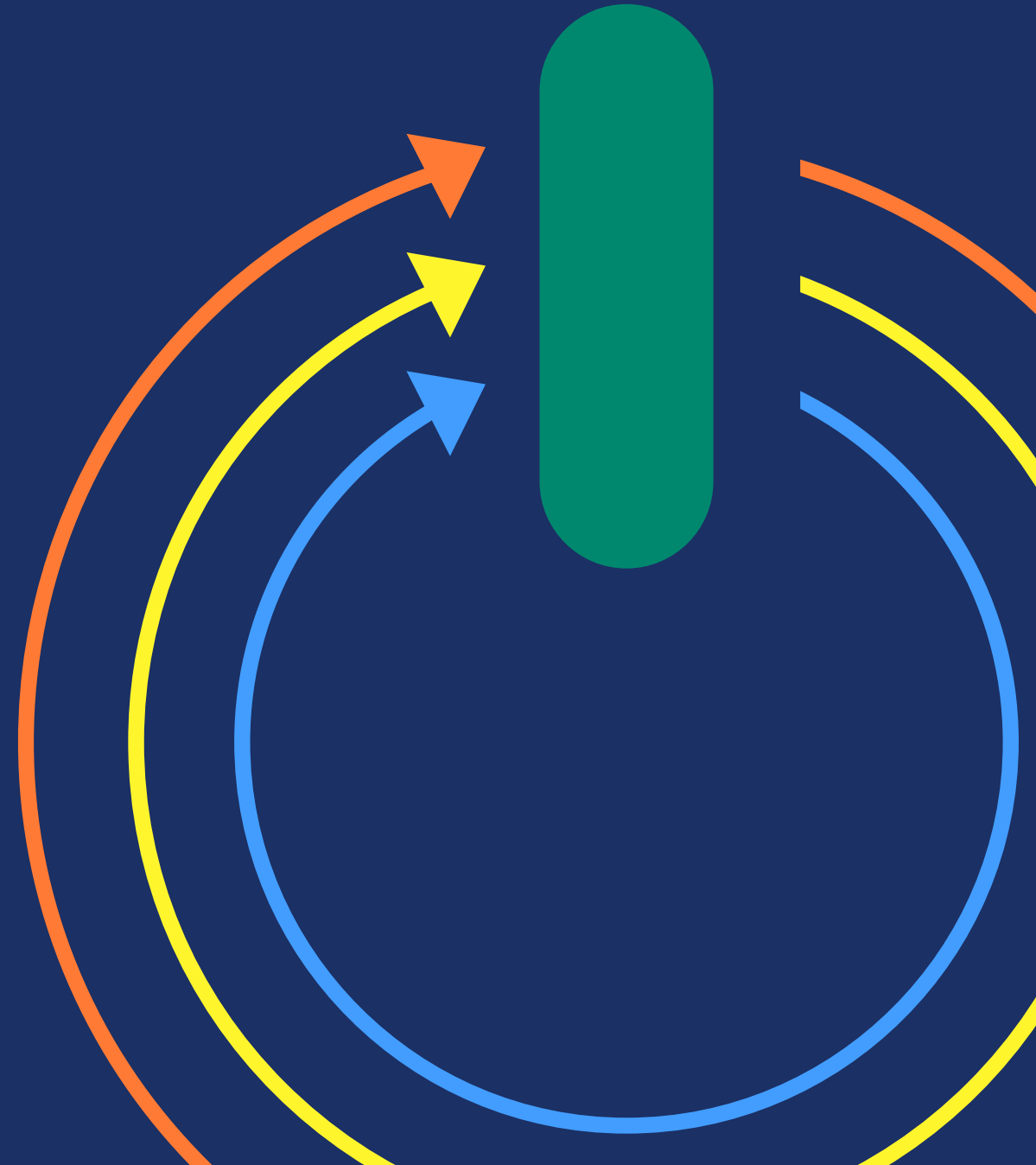




OptiRun™ Service solutions

Outcomes driven





Maximize the productivity of your assets with our experienced OptiRun™ service engineers

A 360° approach that keeps your life sciences research, development, and biomanufacturing equipment running optimally.

OptiRun™ Service solutions offer an innovative approach to service that has evolved to focus on your success, as measured by your outcomes. We know you need faster response times, more training, and support for your in-house teams and a flexible, easy-to-manage contract structure. Our field service engineers are located worldwide to ensure fast, efficient service response times and provide constant global coverage. Drawing on a global network of over 1300 experts and engineers, OptiRun™ Service solutions include all of that, and more.

Whether you work in research, process development, clinical or commercial manufacturing, we have a service solution tailored for you

	Factory warranty	Extended warranty	EssentialCare *	ExtendedCare	ExpertCare **	FullCare ***	For filter integrity testers only				
							CalibrationCare	Extended CalibrationCare	Calibration ExpertCare	Calibration FullCare	Extended Calibration FullCare
Small-scale bioreactors	●	●	●		●	●					
Large-scale bioreactors, mixers, and perfusion systems	●	●	●	●	●	●					
Skids , traditional systems, and single-use systems	●	●	●		●	●					
Filter integrity testers	●	●	●				●	●	●	●	●

*Also available for Filter Integrity testers

** Not available for all products

***FullCare service plans not available for LevMixer® systems, Allegro™ STR bioreactors, Allegro™ MVP system, Allegro™ Connect Buffer Management System and Connect Multiprocess Purification System

Service plans dedicated to the bioproduction and research space

EssentialCare

Proactive approach to prevent instrument failure, reduce unscheduled downtime and enable you to perform your daily workflow with confidence. The scheduled maintenance includes inspection, cleaning, and adjustments needed to maintain high performance.

ExtendedCare

24 months of all-inclusive coverage along with priority response and one comprehensive preventive maintenance (PM) for low usage equipment. With ExtendedCare, you have no additional service costs for the duration of the 24-month plan, regardless of the type or extent of the problem. A PM visit will be scheduled at a time of your choice during the 24 months of coverage. If you need an additional PM over the two years of coverage, we offer ExtendedCare plus.

ExpertCare

Extended service coverage including an annual preventive maintenance visit, priority scheduling and covering labor and travel costs for repair. The ExpertCare solution heightens cost control in case of unforeseen issues.

FullCare

All-inclusive package including an annual preventive maintenance visit, labor, travel and spare part costs to maximize uptime and productivity and provide peace-of-mind allowing you to focus on your core competencies and let us take care of your critical assets. The plan allows you to experience our worry-free contract support, including predictable ownership costs, simplified budget planning, and priority scheduling.

Service plans tailored for filter integrity testers

CalibrationCare

Cost-effective solution to ensure that measurements are accurate and within the specification limits. Our team of GMP-trained service engineers will calibrate your system for repeatability, inspection readiness, and full traceability, ensuring reliability in measurement results.

Extended CalibrationCare

An extended version of the CalibrationCare service plan with a 3-year duration. The plan includes an annual calibration as well as a preventive maintenance performed to avoid potential wear and tear on the system critical components. Preventive maintenance is recommended after a certain number of valve cycles or tests performed by your Flowstar equipment.

Calibration ExpertCare

A more comprehensive coverage including an annual calibration and unlimited repair labor to heighten cost control in case of unforeseen issues.

Calibration FullCare

A full-coverage service plan including an annual calibration as well as unlimited repair labor and spare parts to prevent any unplanned expenses. This service plan is recommended in case of high equipment utilization.

Extended Calibration FullCare

An extended version of the Calibration FullCare service plan offering 3 annual calibrations and a preventive maintenance to be scheduled during the 3-year window. The Plan also provides unlimited repair labor and spare parts ensuring optimal performance and total peace of mind for a duration of 3 years.

From cost effective to comprehensive plans to better fit your needs and budget

						For filter integrity testers only				
	Extended Warranty	EssentialCare ⁽¹⁾	ExtendedCare	ExpertCare ⁽⁵⁾	FullCare	Calibration Care	Extended CalibrationCare	Calibration ExpertCare ⁽⁵⁾	Calibration FullCare	Extended Calibration FullCare
	At the point of equipment purchase . Full coverage with PM(s)	12-month PM only contract	24 months of coverage for low usage equipment needing 1 PM over two years	Service coverage including unlimited repair labor	Full coverage with 1 PM per year	12-month calibration only contract	3-year coverage with annual calibration and 1 PM every 3 years	Service coverage including unlimited repair labor	Full coverage with 1 calibration per year	3-year full coverage with annual calibration and 1 PM every 3 years
Duration	Up to 60 months	1 year	2 years	1 year	1 year	1 year	3 years	1 year	1 year	3 years
Preventive Maintenance (PM) ⁽²⁾ / calibration	PM (or calibration for filter integrity testers)	PM	PM	PM	PM	Calibration	3× Calibration 1× PM	Calibration	Calibration	3× Calibration 1× PM
Repair labor and parts ⁽³⁾	Unlimited		Unlimited	Unlimited labor only	Unlimited			Unlimited labor only	Unlimited	Unlimited
Travel	●		●	●	●			●	●	●
Response time days ⁽⁴⁾	3–5	⁽⁵⁾	3–5	3–5	3–5	3–5	3–5	3–5	3–5	3–5
Priority response, on-line support, e-learning and parts advisory ⁽⁵⁾	●	●	●	●	●	●	●	●	●	●

(1) Also available for Filter Integrity testers.

(2) PM number and frequency depends on instrument and usage. For some instruments such as Biacore™ systems, 2 PMs are recommended / year; for some PM is not applicable.

(3) Does not cover consumables.

(4) Response time may vary by product type and region. For research and academia ranges between 3 and 8 days.

(5) Depends on product type, region and/or usage.

Additional solutions for research and academia

LimitedCare

For select models of discontinued equipment. Provides preventive maintenance and repair coverage. Labor, travel, and repair parts are included in the package.

FlexCare

Covers multiple research and development instruments but is flexible on services performed.

	LimitedCare	FlexCare
	Covers select discontinued equipment (dependent on parts availability)	12 months of a fixed amount of lab-wide coverage, prepaid and flexibly applied
Duration	1 year	1 year
Labor and travel	●	Custom
Repair parts	●	Custom
Preventive Maintenance visit	1× annually	Custom
Response time	3–5 days	8 days

Add-ons and custom solutions for our bioprocess customers

SiteCare

Protect all Cytiva equipment at your site. Receive accelerated response time and flexible support to match site needs.

FlexFactory™ Care

Integrated support across your entire FlexFactory™ platform, including guaranteed rapid response and priority support lines all day, every day, 365 days a year.

	SiteCare	FlexFactory™ Care
	Flexible site-wide support customized around your in-house capabilities and expectations	12 months of comprehensive support to optimize your entire FlexFactory™ bioprocess workflow
Duration	1 year	1 year
Labor and travel	FlexHours*	FlexHours*
Repair parts	Add-on	Add-on
Preventive Maintenance visit	FlexHours*	FlexHours*
Response time	24 h / 48 h**	24 h / 48 h**
Parts advisory service	●	●
Quarterly service reviews	●	●
Priority call back	1 h	1 h (24/7)
Priority support line	●	●
Automation support		●
Start-up support		●

* Can be used for labor, not parts. ** May vary by product type and region.

Protect your critical assets and budget with service plans from Cytiva



Priority response

Quick resolution thanks to a simplified process and a reliable customer service



Our expertise

Access to trained technicians following the highest standards and procedures that we developed



Operational excellence

Decrease equipment downtime and improve equipment utilization levels



Protected investments

Strengthen equipment reliability and prevent premature equipment replacement

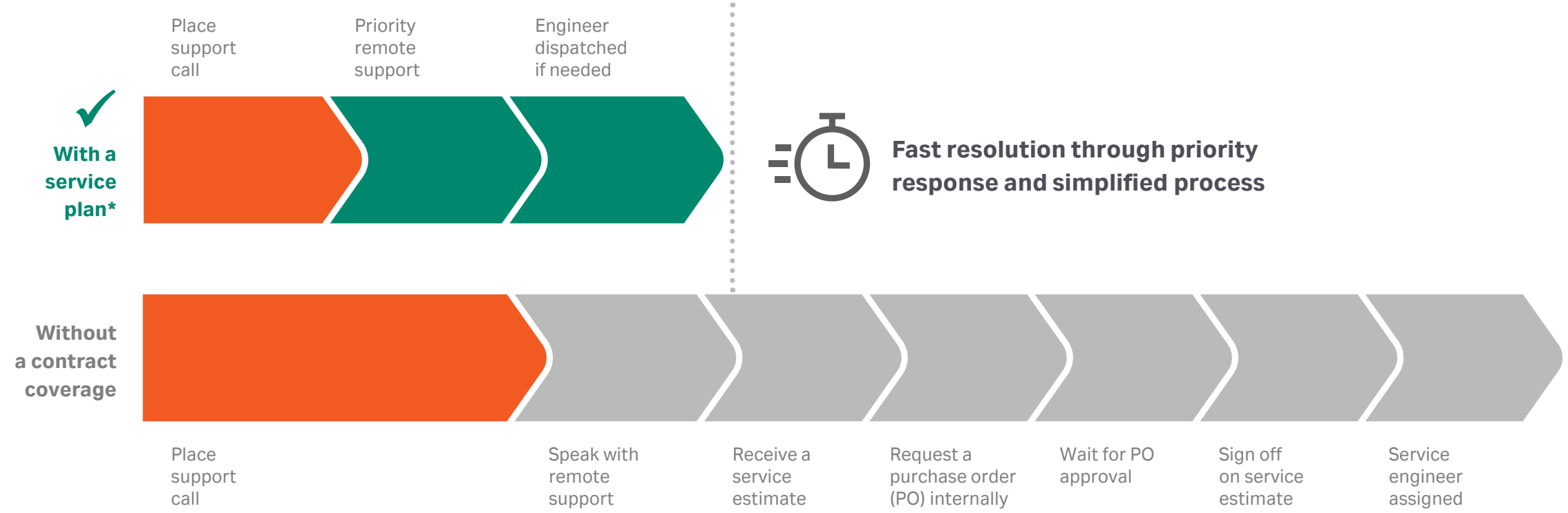


Budget planning

Different levels of coverage to better fit budgets and needs. Flexible payment terms (annual, semi-annual, quarterly, monthly)

OptiRun™ service plans are designed to resolve your issues as quickly as possible

After factory warranty ends, take advantage of the quickest service support



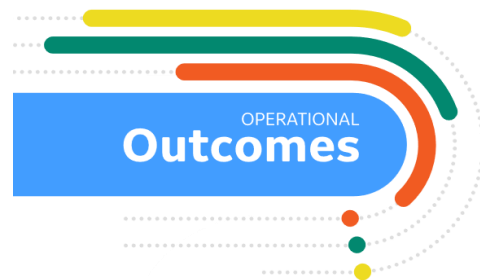
*Including parts, labor and travel.

Expert service solutions enable your outcomes

OptiRun™ Service solutions are outcomes driven, for optimal productivity, ensuring the timeliness of your research or production, and the continuity of your drug to market.

Operational

Timely and productive workflow through reliable equipment performance



Financial

Budget predictability through all-inclusive fixed cost service plans



Scientific

Quality through consistency delivering precise results



OptiRun™ service products

Technology

Comprehensive engineering support throughout your equipment's LifeCycle

- Equipment installation
- Network installation
- Preventive maintenance and repairs
- Calibration
- Qualification services products
- Hardware and software upgrades
- Mail-in repair services

Process

Data-driven consultation and support to optimize your entire workflow

- My Equipment, on-line equipment management
- Automation and networking support
- Change control notifications
- Spare parts advisory
- Health check
- Relocation support
- eShop and online purchases
- OptiRun™ Connect, remote equipment monitoring
- Remote support, OptiRun™ Assist and OptiRun™ View

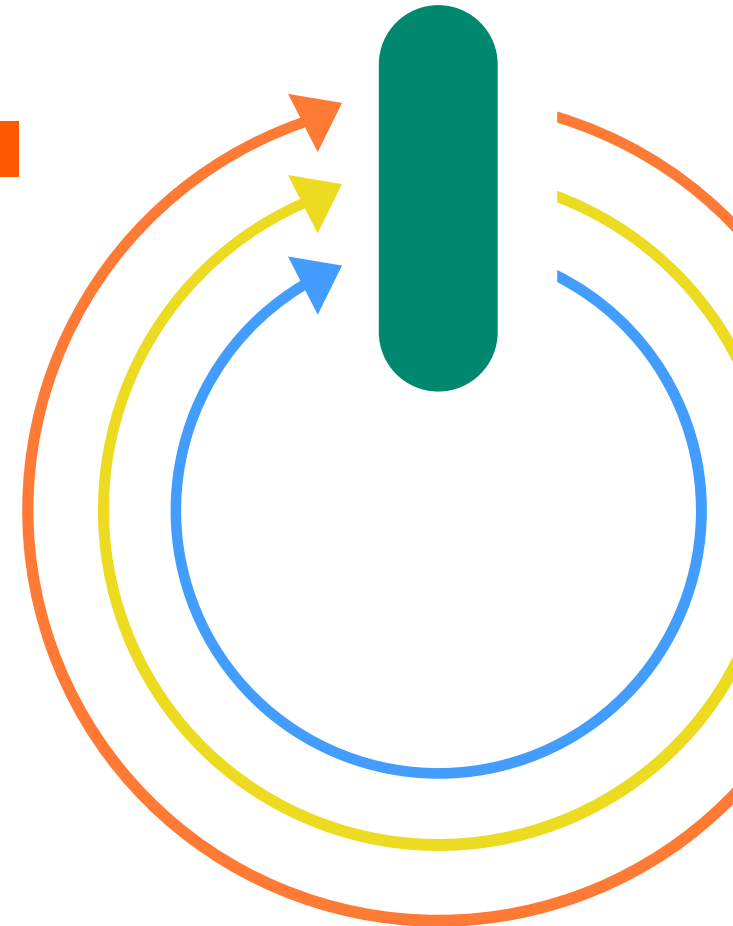
People

Scientific and technical know-how to provide you with peace-of-mind

- 24/7 phone support
- Rapid on-site response
- Resident engineer
- Scientific support
- Care and maintenance training
- In-house team support
- Equipment donation

Service plan including portfolio product

*Some products are not available in all regions. Please check with your local office for details.



Our range of services keeps your equipment protected and well maintained

Preventive maintenance

Regular servicing helps maintain high standards of accuracy and precision in addition to optimizing equipment productivity.

Preventive maintenance services cover the inspection and replacement of valuable system components known to experience extreme wear and tear.

Equipment maintained annually experience considerably fewer failures, thus minimizing downtime as well as the need for costly repairs and ultimately last longer thus avoiding premature equipment replacement.

Calibration

We recommend calibrating your instruments at least once a year to ensure measurement accuracy.

- Increase performance, reliability, and repeatability of testing
- Inspection readiness and full traceability through a calibration certificate and instrument service record

Our range of services keeps your equipment protected and well maintained

Qualification service products

Qualified research and production starts with qualified expertise.

Once equipment is installed, we perform **Installation Qualification / Operational Qualification (IQ/OQ)** activities before research and manufacturing begins in a qualified environment.

Our **instrument qualification services** follow the complete equipment LifeCycle. At some point in its lifetime your equipment may be repaired, relocated, upgraded, or modified. Cytiva can help you keep it in a qualified state.



Qualification is more than a one-time event

Spare parts advisory

Spare parts are essential to an efficient and effective lab. Our parts advisory service uses a data-driven approach to help you ensure the right part is available on site when you need it.

Analysis

- Analysis of your systems
- Your usage profile
- System health checks
- Assess current spares holding
- Current maintenance schedule

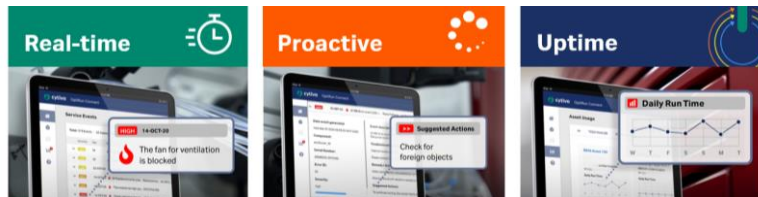
Report out

- Summary of your instruments
- Obsolescence / lead time risk
- Consolidated critical spares list
- Upgrade opportunities
- Networking options

Our range of services keeps your equipment protected and well maintained

OptiRun™ Connect, cloud-based asset monitoring:

- Monitors system health
- Flags irregularities
- Helps identify root causes
- Sends alerts and errors
- Enhances workflows
- Can act before outages occur
- Provides rapid response time
- Accelerates resolutions
- Maximizes uptime



My Equipment, online asset management

With My Equipment keep track of your instrument service plans, service records, and your Cytiva installed base at

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

Use My Equipment with any web-enabled device to:

- Access your service history
- View and renew your OptiRun™ Service Plan
- Report hardware issues
- Raise a service request

Real-time remote solutions

OptiRun™ Assist to

- Chat with a Cytiva engineer remotely
- Securely share your screen so we see exactly what you see
- Transfer files securely when needed
- Use remote control to diagnose, troubleshoot, and fix software and networking issues

OptiRun™ View virtual reality to guide you remotely for inspection, verification, and troubleshooting





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