



Equipment service solutions

From installation to end of life,
service for your equipment's lifetime



danaher.

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About Cytiva

Vision

Our vision is a world in which access to life-changing therapies transforms human health.

Mission

Our mission is to advance and accelerate therapeutics.




Supporting customers at every phase




Drug discovery, protein research, translational research, and genomics

Diagnostics and drug delivery applications

Manufacturing solutions




Process design and validation services



Automation, digital, and learning solutions



Equipment services



Manufacturing capacity solutions

Deep expertise and global scale

15 000

associates in
40+ countries

4

key hubs

> 4000

commercial
associates serving
100+ countries

36

manufacturing
sites

> 100

FlexFactory™ and
KUBio™ facilities

23

R&D and
innovation centers

96%

customer
satisfaction
for service



Applying the Danaher business system to continuously improve customer satisfaction

Delivering on sustainability targets

Reducing carbon emissions

35%

absolute reduction in CO₂e emissions to include 100% renewable electricity by 2025

Evolving plastics and packaging

100%

–elimination of Styrofoam (polystyrene) by 2025
–single-use plastics accepted for recycling by 2030

Responsible sourcing

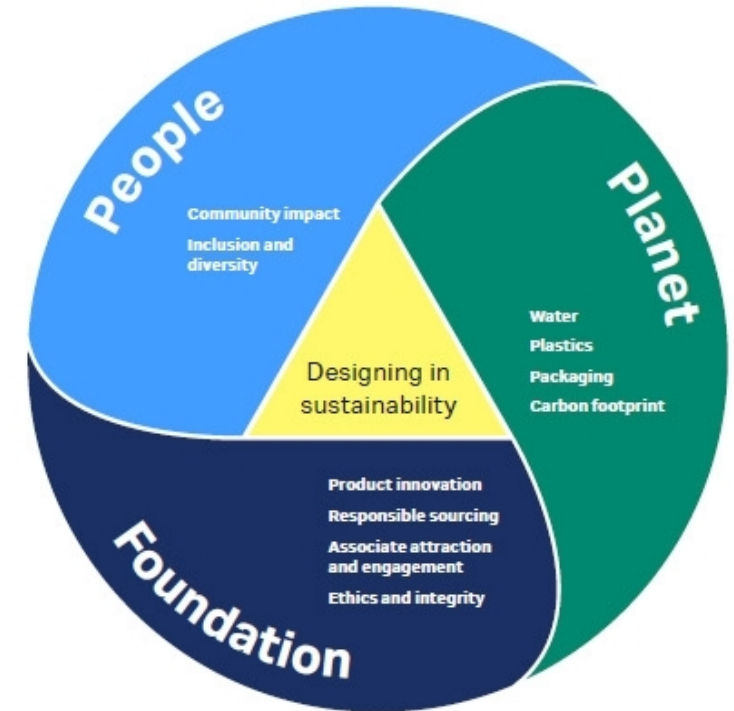
85%

suppliers rated by EcoVadis by 2030

Design for sustainability

100%

of new products integrating sustainability into design since 2022



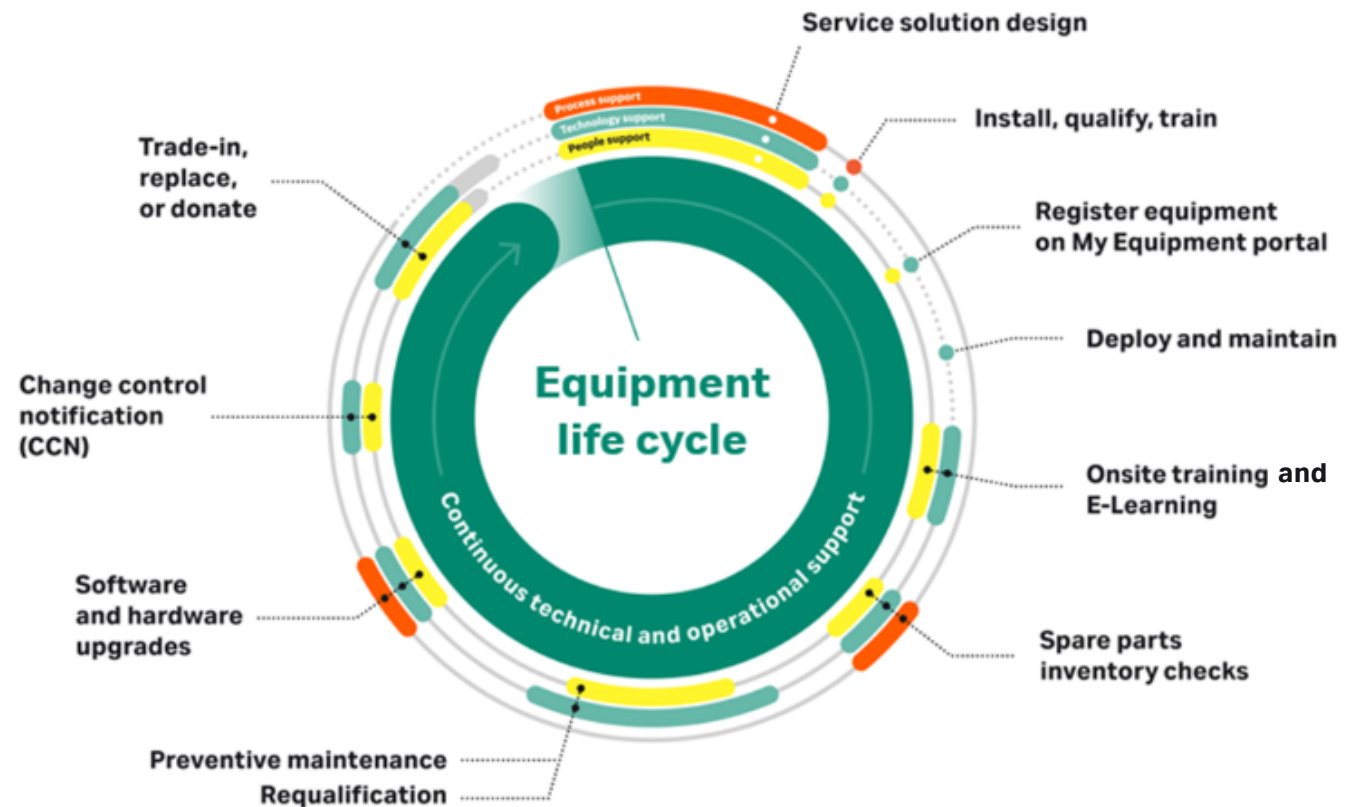
Learn more at
cytiva.com/sustainability

1b

About equipment services

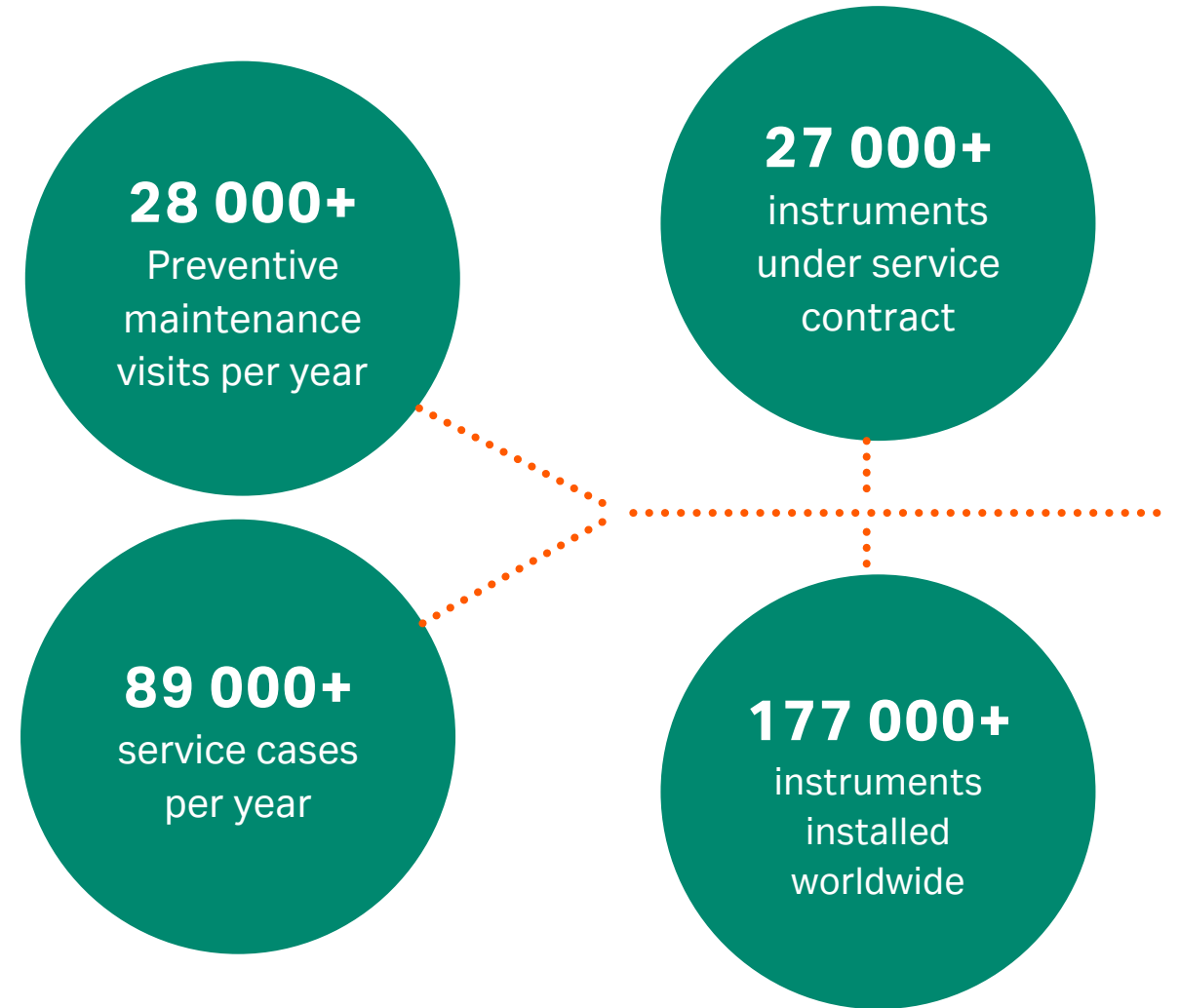
Service solutions to support your equipment life cycle

- From installation to end-of-life, we keep your investment compliant and running smoothly with our processes, technology, and people—so your publishing or therapeutic production stays on schedule.
- This means you can move quickly while we handle the details of your equipment life cycle—with more time to focus on outcomes.



For all your service needs

- Bespoke support with flexible care plans
- Reduced stress with spare parts inventory
- Easy compliance with qualification services
- Powerful, predictive digital solutions
- Maximize uptime with preventive maintenance
- Keep knowledge up-to-date with training and e-learning



2a

Global service organization

Supporting your service needs

Your overall satisfaction*

4.7 out of **5**

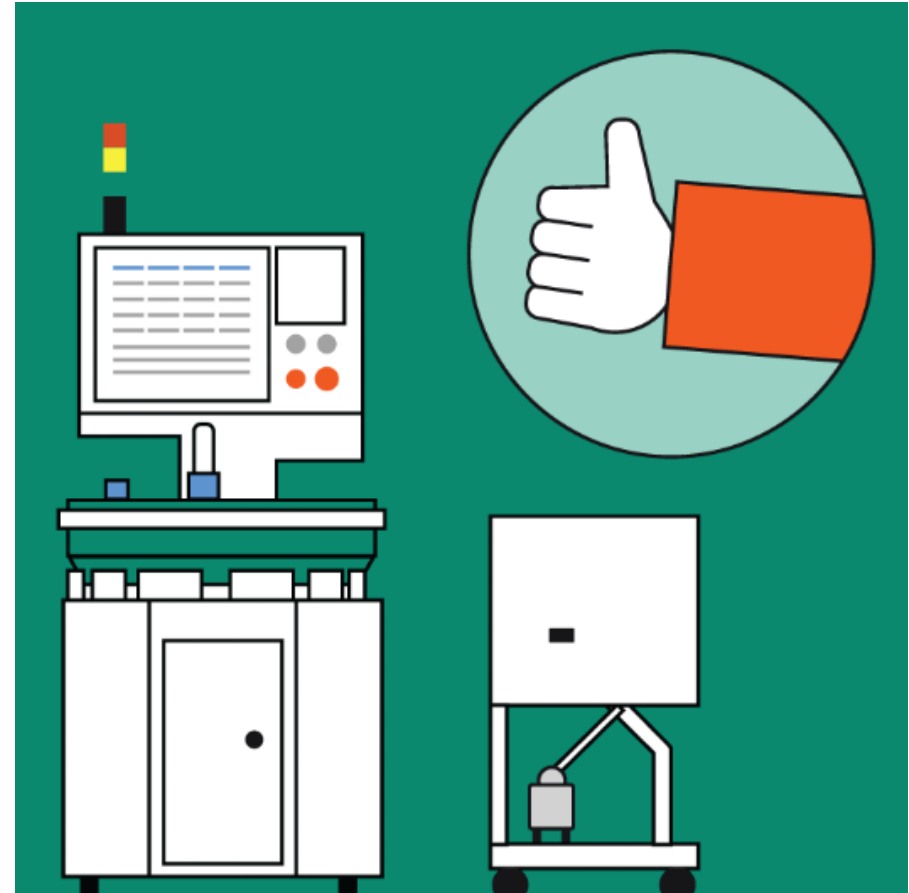
about

our **processes**

our **technology**

our **people**

*Source: MedalliaHub October 9, 2025



What makes Cytiva services different

Cytiva services combine expertise, digital technology, and operational excellence to help you manage assets throughout their life cycle. This enables you to focus on what really matters—delivering high-quality biologics.

Engineering and scientific know-how

- Nobody understands our equipment as well as we do. After all, we design it.
- Our service engineers are factory-trained and certified to perform all necessary support and services.
- Our knowledge is informed by our extensive involvement in all aspects of life sciences research and drug production.

Global scale and experience

- We serve 177 000 instruments in more than 100 countries, with 24/7 availability.
- We host 4000 years of technical experience.
- More than 1300 Cytiva people based in 41 countries are dedicated to service

Compliance and quality experience

- Our global presence gives us breadth and depth in regulatory knowledge and understanding.
- Our quality management system (QMS) is life sciences industry standard.
- Our complaint-handling process complies with GMP standards
- We only use genuine Cytiva parts.

Digital tools and capabilities

- We have experienced professionals in all major automation and data acquisition platforms. We have data integration and internet of things (IoT) capabilities.
- We develop and use proprietary service software and advanced tools to enable speed and quality at all steps of the service life cycle.

Engineering expertise

4000 years of combined field experience

- On average, each field service engineer (FSE) has eight years of experience.
- Twenty percent have more than 15 years experience.

Trained where products are made

We have five training centers worldwide, including two co-located at our engineering and manufacturing sites in Massachusetts, U.S., and Sweden.

50+ years of design engineering

- Design engineers support our service engineers.
- Testing and calibration software designed into our service platform.

Global scale and experience



Directly connects you with:

72 customer agents

670 field service engineers

35 online engineers

36 regional experts

34 global support experts

Quality parts and processes



We are guided by the highest industry standards.

Every part goes through a rigorous quality management process from design to delivery.

Quality control begins with an exacting process of **supplier selection**.

Our product **manufacturing specifications** cover everything from welding technique to grade of stainless steel.

Design data is stored and traceable in our **ISO 9001-certified** quality management system.



Compliance is built into our spare parts before, during, and after their manufacture.

Parts used come with material **certificates**, documented with **full traceability**.

Wetted parts comply with USP <88> class VI, CFR 177, EMEA/410/01, part 6.4.

Our **change control notification** service provides a statement for any change in materials or manufacturing.

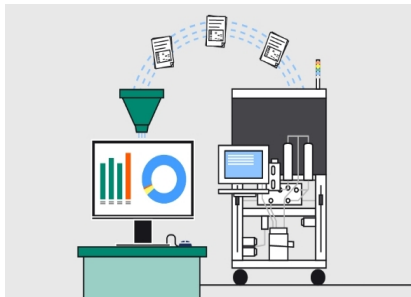


We use genuine original equipment manufacturer (OEM) parts.

Our parts are specifically **designed for** your Cytiva instrument, to ensure continuous **reliability, compliance, and the performance** you need for production of your biologics.

Digital tools and capabilities

OptiRun™ Connect remote-monitoring platform



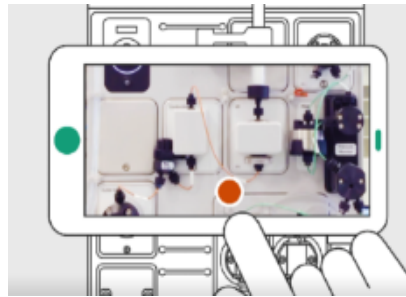
Our IoT solution enables asset monitoring, programs alerts and alarms, and the use of predictive failure models.

OptiRun Assist screen-sharing tool



With our screen-sharing tool, our online engineers can transfer files, access instrument information, and chat with you remotely to optimize the repair

OptiRun View augmented reality solution



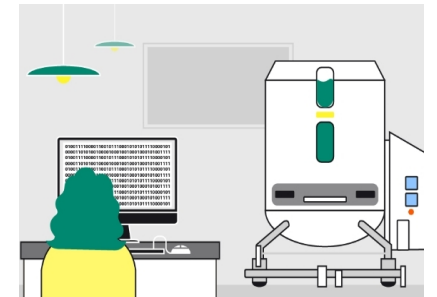
With our augmented reality solution, our online engineers guide you through troubleshooting and repair with the use of your smartphone or tablet.

My Equipment



Your free one-stop shop for repair requests, contracts, maintenance, and service history.

Diagnostic software



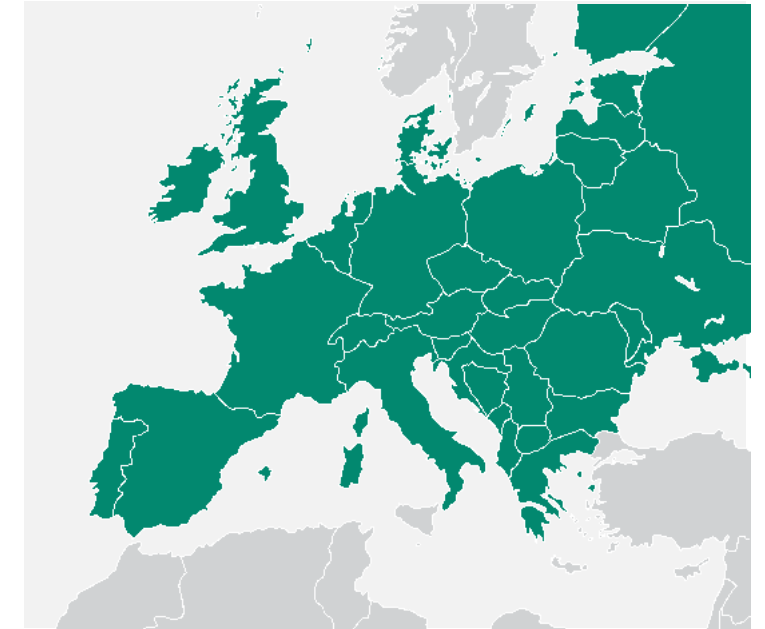
With our proprietary service software, we can ensure that you always meet specifications and maximize operability.

2b

Regional service organization

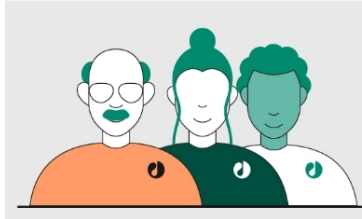
EMEA service team at your side

EMEA support and facilities			Office locations
195 Field service engineers	25 Customer agents	10 Automation and digital specialists	France: Saint-Germain-en-Laye Sweden: Uppsala UK: Amersham Spain: Barcelona Italy: Milano Denmark: Copenhagen Germany: Freiburg Austria: Vienna Switzerland: Zurich Portugal: Lisbon Russia: Moscow
5 Repair centers	13 Remote support engineers		



240+ people
dedicated to
supporting your goals.

EMEA: An organization at your service



Service center

25 coordinators
4200+ customer calls per year



Field support

195 field engineers
8800 preventive maintenance visits per year
8200 repairs per year
37 000+ hours for installation and operational qualification (IQ/OQ) performance per year



Repair center

5 engineers
250+ instruments sent per year, excluding service tool kit calibration



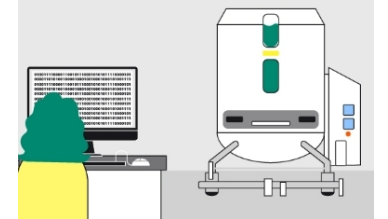
Online center and performance

28% of repairs are fixed remotely
92% first-time fix rate



Service sales

30 agents managing maintenance contracts and quotes for repairs, parts, and ad-hoc preventive maintenances
9900+ instruments on contract



Digital and automation

Over **10** field engineers

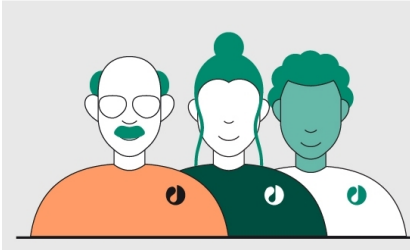
APAC service team at your side

APAC support and facilities			Office locations
<p>150+ Field service engineers</p> <p>17 Trainers</p> <p>4 Automation and digital specialists</p>			<p>Australia: New South Wales Japan: Tokyo/Osaka Korea: Incheon/Seoul Singapore: Singapore New Zealand: Whakamarama Indonesia: Jakarta Malaysia: Kuala Lumpur Thailand: Bangkok Vietnam: Ho Chi Minh City India : Bangalore/Pune/Ahmedabad /Delhi – NCR/Hyderabad /Chennai/Kolkata/Mumbai</p>
<p>25* Service operations</p> <p><small>* Includes customer agents</small></p>			

200 people dedicated to supporting your goals



APAC: An organization at your service



Service center

18 000+ customer calls per year

67%* of the calls answered **within one day**

5 dedicated phone lines for service



Field support

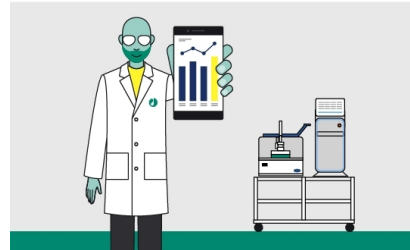
150+ field engineers

5000 preventive maintenance visits per year

5500 repairs per year

200+ training hours per field engineer per year

35 000 Labor hours for installation and operational qualification (IQ/OQ) performance per year



Online center and performance

35% of repairs are fixed remotely

92% first-time fix rate

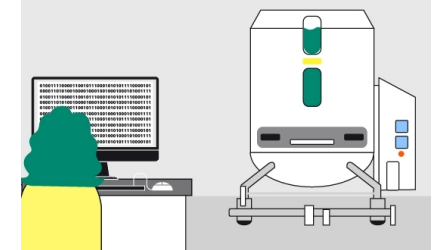
\$1 million+ worth of spare parts in stock always



Service sales

17 managing maintenance contracts and quotes for repairs, parts, and ad-hoc preventive maintenances

More than **5000 instruments** on contract



Digital and automation

4 field engineers

* Contract and warranty calls

Cytiva

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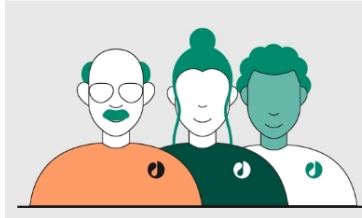
Americas: a service team at your side

Americas support and facilities			Office locations
200+ Field service engineers	13 Customer agents	5 Automation and digital specialists	U.S.: Marlborough, Massachusetts Canada: Vancouver and Mississauga Brazil: São Paulo Argentina: Buenos Aires
1 Repair centers	22 Remote support engineers	15 Field technical leaders	

250+ people
dedicated to
supporting your goals



Americas: an organization at your side



Service center

13 coordinators

15 000+ customer calls per year

99% of the calls answered in less than **20 seconds**

1 dedicated phone number for service



Field support

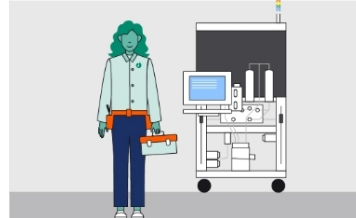
200+ field engineers

10 000+ preventive maintenance visits per year

7500+ repairs per year

15 000+ hours of training delivered to field engineers per year

14 000+ hours for installation and operational qualification (IQ/OQ) performance per year



Repair center

5 engineers

1 week cycle time for repair or PM at Depot

400+ instruments sent per year, excluding service tool kit calibration



Online center and performance

30% of repairs are fixed remotely

90% first-time fix rate

\$6+ million worth of spare parts in stock always



Service sales

25+ specialists managing maintenance contracts and quotes for repairs, parts, and ad-hoc preventive maintenances

20 000+ instruments on contract



Digital and automation

5 field engineers

+30% remote or on-site support for digital and automation

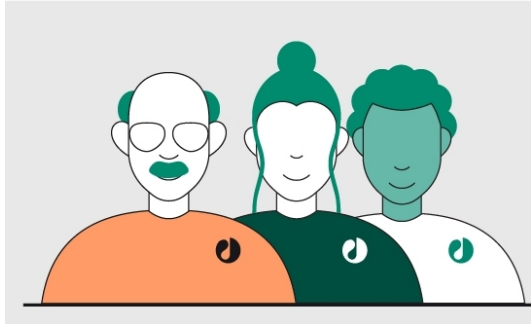
China: a service team at your side

China support and facilities			FE Base City
90 Field service engineers	9 Customer agents	7 Technical support experts	Shanghai Beijing Guangzhou Chengdu Nanjing Hangzhou Harbin Dalian Changchun Shenyang Zhengzhou Wuxi Taiyuan Taiwan
4 AR-Online center engineers	13 Service sales	8 Automation and digital specialists	

130+ people
dedicated to
supporting your goals



China: an organization at your service



Service center

9 coordinators

15 000+ customer calls and **5000+** WeChat cases per year

One phone number and **one** WeChat account dedicated for service



Field support

90 field engineers

2339 preventive maintenance visits per year

6209 repairs per year

9231 total training hours per year

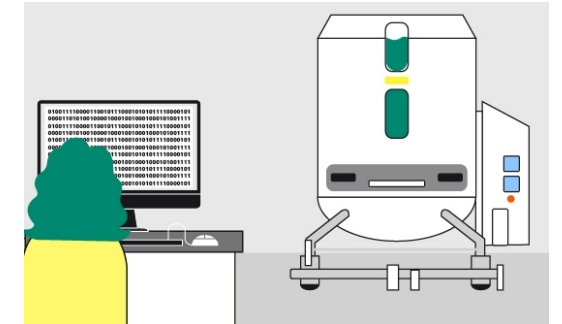
31 000+ hours for installation and operational qualification (IQ/OQ) performance per year



Service sales

13 agents managing maintenance contracts and quotes for repairs, parts, and ad-hoc preventive maintenances

3000+ instruments on contract



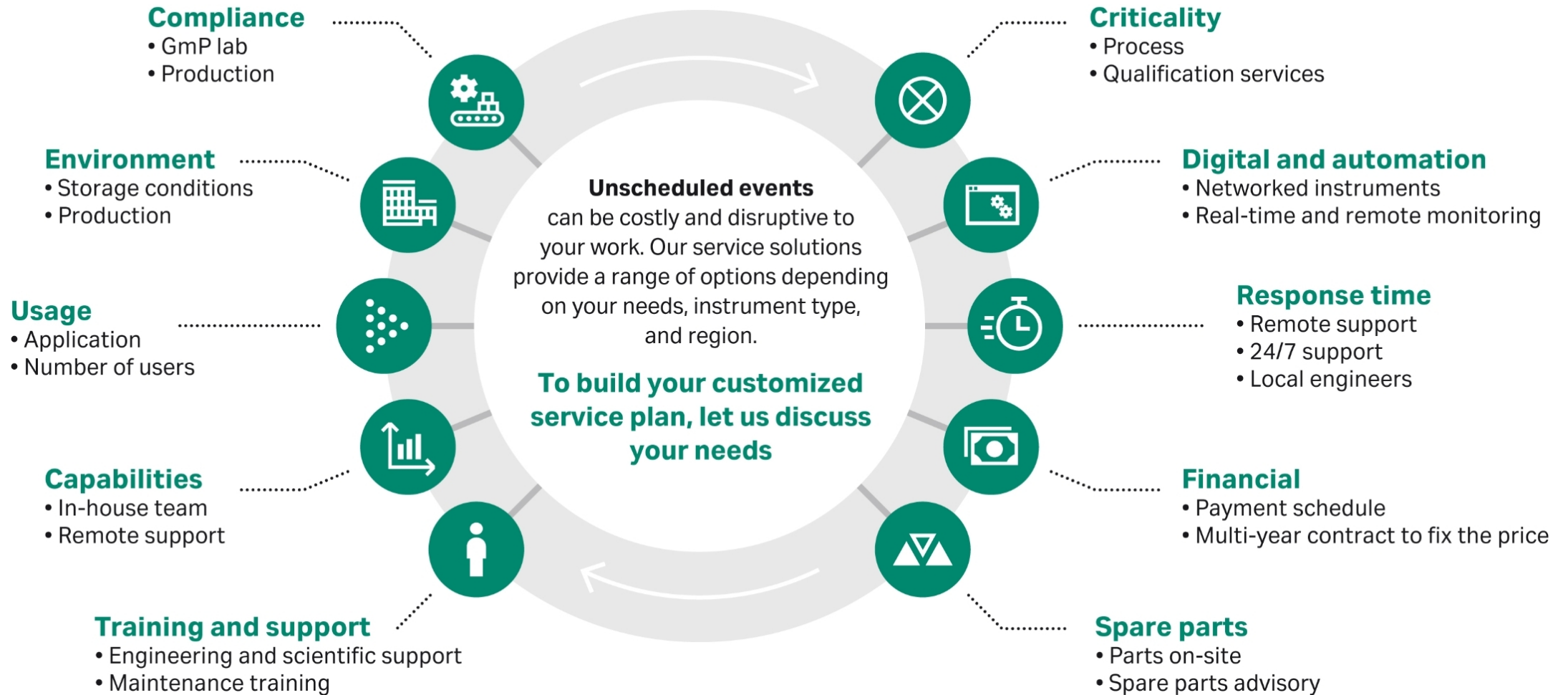
Digital and automation

8 field engineers

3

Service plans

Flexible service agreements



Extended warranty plan comparison

Our extended warranty plan provides continued peace of mind.

- There are no costs to you in the event of an unexpected issue.
- Priority response.
- Lock in today's pricing.
- Proactive, planned maintenance for optimal performance.
- OptiRun Connect remote-monitoring platform, for even quicker resolution of issues.

Only available with the purchase of your new system.

	Factory warranty		Extended warranty ¹	
	Covers manufacturing defects. Included in purchase of main equipment and valid after delivery		Only available at time of equipment purchase. Full coverage with PM(s)	
	All equipment	Research equipment	Bioproduction equipment	
Duration	1 year	Up to 5 years	Up to 2 years	
Preventive maintenance² (PM)/calibration		•	PM (or calibration for filter integrity testers)	
On-site repair labor	Manufacturing defects only	•	•	
Parts³	Manufacturing defects only	•	•	
Travel	Manufacturing defects only	•	•	
Response time (business days)⁴	5+ days	3 to 5 days	3 to 5 days	
Remote support⁵	•	•	•	
OptiRun Connect⁶		•	•	

¹Also available for filter integrity testers.

²PM number and frequency depends on instrument and usage.

³Does not cover consumables.

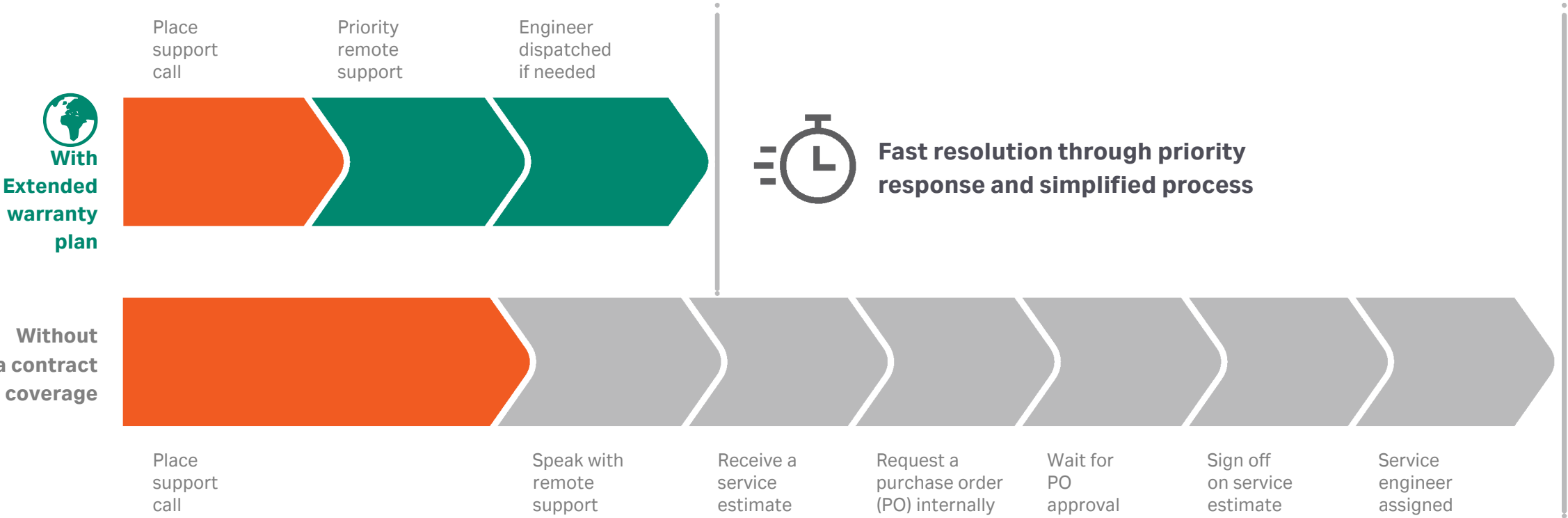
⁴Response time may vary by product type and region.

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

⁶Depends on product type and technical feasibility.

Extended warranty plan

Take advantage of the quickest service support with extended warranty plan*.



* Contact your regional representative for service level agreements in your area.

FullCare plan

A full coverage plan to maximize performance and reliability.

- Includes preventive maintenance visit(s) based on your usage and environment. Your costs are fixed for the duration of the contract to provide budget predictability.
- Leverage OptiRun Connect remote-monitoring platform to resolve your issues even more quickly.

FullCare		
Full coverage with one PM per year		
	Research equipment	Bioproduction equipment
Duration	1 year	1 year
Preventive maintenance (PM)¹	•	PM
On site repair labor	•	•
Parts²	•	•
Travel	•	•
Response time³	3 to 5 days	3 to 5 days
Remote support⁴	•	•
OptiRun Connect⁵	•	•

¹PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

²Does not cover consumables.

³Response time may vary by product type and region.

⁴Depends on product type, region, and/or usage.

⁵Depends on product type and technical feasibility.

SiteCare 2.0 plan

SiteCare 2.0 plan protects Cytiva biomanufacturing equipment at your site. You get accelerated response and flexible support to match your site needs.

- Empowering your in-house teams to effectively manage your Cytiva equipment, with training, committed rapid response-times, 24/7 technical support, and advanced remote tools to minimize unplanned downtime and stay on schedule.
- Leverage OptiRun Connect remote-monitoring platform, for even quicker resolution of your issues.

SiteCare 2.0	
Flexible site-wide support customized around your in-house capabilities and expectations	
	Bioproduction equipment
Duration <input type="checkbox"/>	One year <input type="checkbox"/>
Preventive maintenance (PM) ¹	FLEXHours ²
On-site repair labor <input type="checkbox"/>	FLEXHours ² <input type="checkbox"/>
Repair parts ³	Discount 10% <input type="checkbox"/>
Travel <input type="checkbox"/>	FLEXHours ²
On-site response time	Option: 24, 48 or 72 hours
Priority phone support <input type="checkbox"/>	Within two hours <input type="checkbox"/>
e-learning <input type="checkbox"/>	• <input type="checkbox"/>
Parts advisory <input type="checkbox"/>	• <input type="checkbox"/>
OptiRun Connect ⁴	• <input type="checkbox"/>
Service reviews (every six months) <input type="checkbox"/>	• <input type="checkbox"/>
Advanced user training on-site (minimum of three days per training) <input type="checkbox"/>	Optional <input type="checkbox"/>

¹PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation. ²25 hours included in the contract. Can't be used for parts. ³Does not cover consumables. ⁴Depends on product type and technical feasibility.

FlexFactory™ Care plan |

FlexFactory Care plan offers a customized end-to-end solution.

Secure your process with automation support: 24 hours a day, 7 days a week, 365 days a year, prepaid labor—FLEXHours—for rapid onsite response and built-in flexibility.

FlexFactory™ Care	
12 months of comprehensive support to optimize your entire FlexFactory bioprocess workflow.	
Bioproduction equipment	
Duration	1 year
Preventive maintenance (PM)¹	FLEXHours ²
On site repair labor	FLEXHours ²
Parts³	Add-on
Travel	FLEXHours ²
Response time⁴	One or two days
Remote support⁵	•
Quarterly service reviews	•
Priority call back⁴	1 hour (24/7)
Priority support line	•
Automation support	•
Start-up support	•

¹PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

²Can be used for labor, but not for parts.

³Does not cover consumables.

⁴Response time may vary by product type and region.

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

ExtendedCare plan

Complete coverage for lower use or less critical equipment.

- 24-month full coverage agreement with lower preventive maintenance frequency.
- Leverage OptiRun Connect remote-monitoring platform, for rapid response and efficient resolution of issues .

ExtendedCare ¹		
24 months of coverage for low usage equipment needing one PM over two years		
	Research equipment	Bioproduction equipment
Duration	2 years	2 years
Preventive maintenance (PM)²	•	•
On-site repair labor	•	•
Parts³	•	•
Travel	•	•
Response time⁴	3 to 5 days	3 to 5 days
Remote support¹	•	•
OptiRun Connect⁵	•	•

¹Depends on product type, region, and/or usage.

²PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

³Does not cover consumables.

⁴Response time may vary by product type and region.

⁵Depends on product type and technical feasibility.

FlexCare plan |

Flexible spending account to cover all your Cytiva lab equipment.

- Set aside a budget in a spending account that can be used to pay for parts, training, qualification, preventive maintenance, or high-priority emergency repairs.
- This plan provides a streamlined process to request services, eliminating initial estimates, purchase orders, and associated wait times.

FlexCare	
12 months of a fixed amount of lab-wide coverage, prepaid and flexibly applied.	
Research equipment	
Duration	1 year
Preventive maintenance (PM) ¹	Custom
On site repair labor	Custom
Parts ²	Custom
Travel	Custom
Response time ³	8 to 10 days
Remote support ⁴	•

¹PM number and frequency depends on instrument, and usage. Please refer to your manufacturer's recommendation.

²Does not cover consumables.

³Response time may vary by product type, and region.

⁴Depends on product type, region, and/or usage.

EssentialCare plan

EssentialCare plan is the most cost-effective way to keep your annual PM schedule on track.

- Paid upfront, your PM is queued based on your schedule, so you don't have to worry about remembering due dates.
- Access to our remote-support team to help troubleshoot minor issues.
- As an option, leverage OptiRun Connect remote-monitoring platform, for even quicker resolution of issues.

EssentialCare ¹		
12-month PM only contract		
	Research equipment	Bioproduction equipment
Duration	1 year	1 year
Preventive maintenance (PM)²	•	•
On site repair labor		
Parts³		
Travel		
Response time⁴	Not applicable	Not applicable
Remote support⁵	•	•
OptiRun Connect⁶	Option	Option

¹Also available for filter integrity testers.

²PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

³Does not cover consumables.

⁴Response time may vary by product type and region.

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

⁶Depends on product type and technical feasibility.

LimitedCare plan

The best effort support plan for discontinued instruments, if parts are still available.

- A preventive maintenance visit and unlimited repairs
- If we cannot fix an issue due to the unavailability of a part, then we will terminate your contract as outlined in our Terms and Conditions.
- This agreement will support you as you take action to replace your aging system.

LimitedCare	
Covers select discontinued equipment (dependent on parts availability)	
Research equipment	
Duration	1 year
Preventive maintenance (PM)¹	•
On site repair labor	•
Parts²	•
Travel	•
Response time³	3 to 5 days
Remote support⁴	•

¹PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

²Does not cover consumables.

⁴Response time may vary by product type and region.

ExpertCare plan

The ExpertCare plan is an option to a full coverage plan and may be suitable when you need to pay for parts from a different budget.

12-month service coverage including annual preventive maintenance, priority scheduling and labor, and travel for repair visits. Parts are billed separately.

ExpertCare ¹		
	Service coverage including unlimited repair labor	
	Research equipment	Bioproduction equipment
Duration	1 year	1 year
Preventive maintenance (PM)²	•	•
On site repair labor	•	•
Parts³		
Travel	•	•
Response time⁴	3 to 5 days	3 to 5 days
Remote support¹	•	•

¹Depends on product type, region, and/or usage.

²PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

³Does not cover consumables.

⁴Response time may vary by product type and region.

AcademiaCare plan

Savings gained by working together remotely are passed on to you, so you can stretch your budget further.

- Minimize the need for onsite repair visits with preventive maintenance and unlimited remote support.
- We provide all repair parts at no additional cost, regardless of remote or onsite resolution of issues.

AcademiaCare ¹	
Covers select equipment. Remote support agreement with one PM visit and repair parts	
Research equipment	
Duration	2 years
Preventive maintenance (PM) ²	•
On site repair labor	
Parts ³	•
Travel	
Response time ⁴	8 to 10 days
Remote support ⁵	•

¹For select instruments. Academic customers only.

²PM number and frequency depends on instrument and usage. Please refer to your manufacturer’s recommendation.

³Does not cover consumables.

⁴Response time may vary by product type and region.

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

Research Repair plan

Protect your ÄKTA pure™ or ÄKTA go™ chromatography system from unexpected repair costs

Includes full repair coverage and comprehensive health check.

ResearchRepair ¹	
Covers select equipment (ÄKTA pure™ and ÄKTA go™). Full repair coverage.	
Research equipment	
Duration	1 year
Preventive maintenance (PM) ² /health check	Health check 10% discount on PM
On site repair labor	•
Parts ³	•
Travel	•
Response time ⁴	10 days
Remote support ⁵	•
OptiRun Connect ⁶	•

¹For select instruments. Academic customers only.

²PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

³Does not cover consumables.

⁴Response time may vary by product type and region.

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

⁶Depends on product type, region, and technical feasibility.

ColumnCare plan

- Maintain your column at the right time without interfering with your process
- ColumnCare plan is designed to proactively address risks like contamination, leakage, or unexpected downtime from repacking—ensuring your AxiChrom™, BPG, and Chromaflow columns, stay operational and reliable.

ColumnCare	
Two-year PM only contract	
For AxiChrom column 300 to 1600 mm	
Duration	2 years
Preventive maintenance	1
On site repair labor ¹	•
Parts ²	1 PM kit
Travel ¹	•
Response time	10 days
Remote support	Not applicable

¹Cover only the PM

²One PM kit per covered column sent at contract start and to keep on your site until service is due. Does not cover consumables.

CalibrationCare plan

- A cost-effective solution to ensure regular calibration.
- Our qualified engineers run the necessary tests and verifications to keep your equipment to factory specifications, at least once per year.

CalibrationCare	
One-year calibration only contract	
For filter integrity testers	
Duration	1 year
Calibration	•
On site repair labor	
Parts ¹	
Travel	
Response time ²	3 to 5 days
Remote support ³	•

¹Does not cover consumables

²Response time may vary by product type and region

³Depends on product type, region, and/or usage

Extended CalibrationCare plan

- Regular calibration and preventive maintenance for your instrument proactively for three years.
- Includes an annual calibration and one preventive maintenance visit after a certain number of valve cycles or tests performed by your filter integrity tester.

Extended CalibrationCare	
Three-year coverage with annual calibration and one PM every three years	
For filter integrity testers	
Duration	3 years
Preventive maintenance (PM) ¹/ calibration	3 × calibration 1 × PM
On site repair labor	
Parts²	
Travel	•
Response time³	3 to 5 days
Remote support⁴	•

¹PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

²Does not cover consumables.

³Response time may vary by product type and region.

⁴Depends on product type, region, and/or usage.

Calibration ExpertCare plan

- Comprehensive coverage to support cost control in case of unforeseen issues.
- Includes one calibration per year and unlimited repair labor, and travel.

Calibration ExpertCare	
Service coverage including unlimited repair labor	
For filter integrity testers	
Duration	1 year
Calibration	•
On site repair labor	•
Parts ¹	
Travel	•
Response time ²	3 to 5 days
Remote support ³	•

¹Does not cover consumables.

²Response time may vary by product type and region.

³Depends on product type, region, and/or usage.

Calibration FullCare plan

- Recommended in case of high equipment use.
- Includes an annual calibration as well as unlimited repair labor and spare parts to prevent any unplanned expenses.

Calibration FullCare	
Full coverage with 1 calibration per year	
For filter integrity testers	
Duration	1 year
Calibration	•
On site repair labor	•
Parts ¹	•
Travel	•
Response time ²	3 to 5 days
Remote support ³	•

¹Does not cover consumables.

³Depends on product type, region, and/or usage.

²Response time may vary by product type and region.

Extended Calibration FullCare plan

Maximizes performance and reliability for three years.

You get one calibration a year, one preventive maintenance, unlimited repair labor and spare parts.

Extended Calibration FullCare	
Three-year full coverage with one calibration per year and one PM every three years	
For filter integrity testers	
Duration	3 years
Preventive maintenance (PM) ¹ / calibration	3 × calibration 1 × PM
On site repair labor	•
Parts ²	•
Travel	•
Response time ³	3 to 5 days
Remote support ⁴	•

¹PM number and frequency depends on instrument and usage. Please refer to your manufacturer's recommendation.

²Does not cover consumables.

³Response time may vary by product type and region.

⁴Depends on product type, region, and/or usage.

4

Equipment service products

Equipment service products*



Installation and qualification

- [Equipment installation](#)
- [Network installation](#)
- [Qualification services products](#)
- [Health check](#)
- [Relocation support](#)



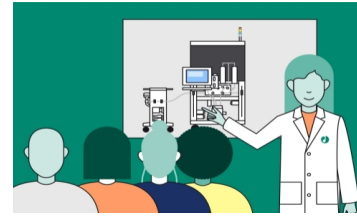
Preventive maintenance and repair

- [Preventive maintenance](#)
- [Repairs](#)
- [Mail-in repair services](#)
- [Resident engineer](#)
- [FlexHours flexible labor currency](#)



IT and digital services

- [Automation and networking support](#)
- [OptiRun Connect, remote equipment monitoring](#)
- [Remote support tools, OptiRun Assist, and OptiRun View](#)
- [My Equipment, on-line equipment management](#)



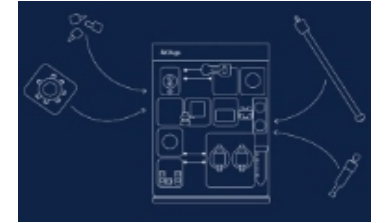
Training

- [Care, maintenance, and troubleshooting training](#)



Spare parts

- [Spare parts advisory](#)
- [eShop and online purchases](#)



Upgrades

- [Hardware and software upgrades](#)

*Some products are not available in all regions. Please check with your local office for details. Many products are included in the service plans referred to on the previous pages

Equipment installation and primary qualification

For complex installations, trust our experienced project management team to support you every step of the way.

In GxP environments, we perform **primary qualification** activities before research or manufacturing begins. You can rely on our dependable IQ/OQ protocols for compliance with regulatory standards.

IQ

Installation qualification

Our installation qualification procedures provides documentation and registration information on instruments entering into a cGxP (current Good X Practice) environment. We confirm that all system parts are installed according to the manufacturer's specifications, design intentions, and your needs.

OQ

Operational qualification

The operational qualification protocol is a series of tests and documentation for cGxP records. They formally demonstrate that all instrument parts operate correctly and completely, as the manufacturer's general specifications intended.

Network installation and data integration

Our trained field service engineers perform **network installation** and **data integration**.

We perform data integration according to the **open platform communications unified architecture (OPC UA) protocol**.

Once installed, we perform primary qualification activities before research and manufacturing begins in a qualified environment.

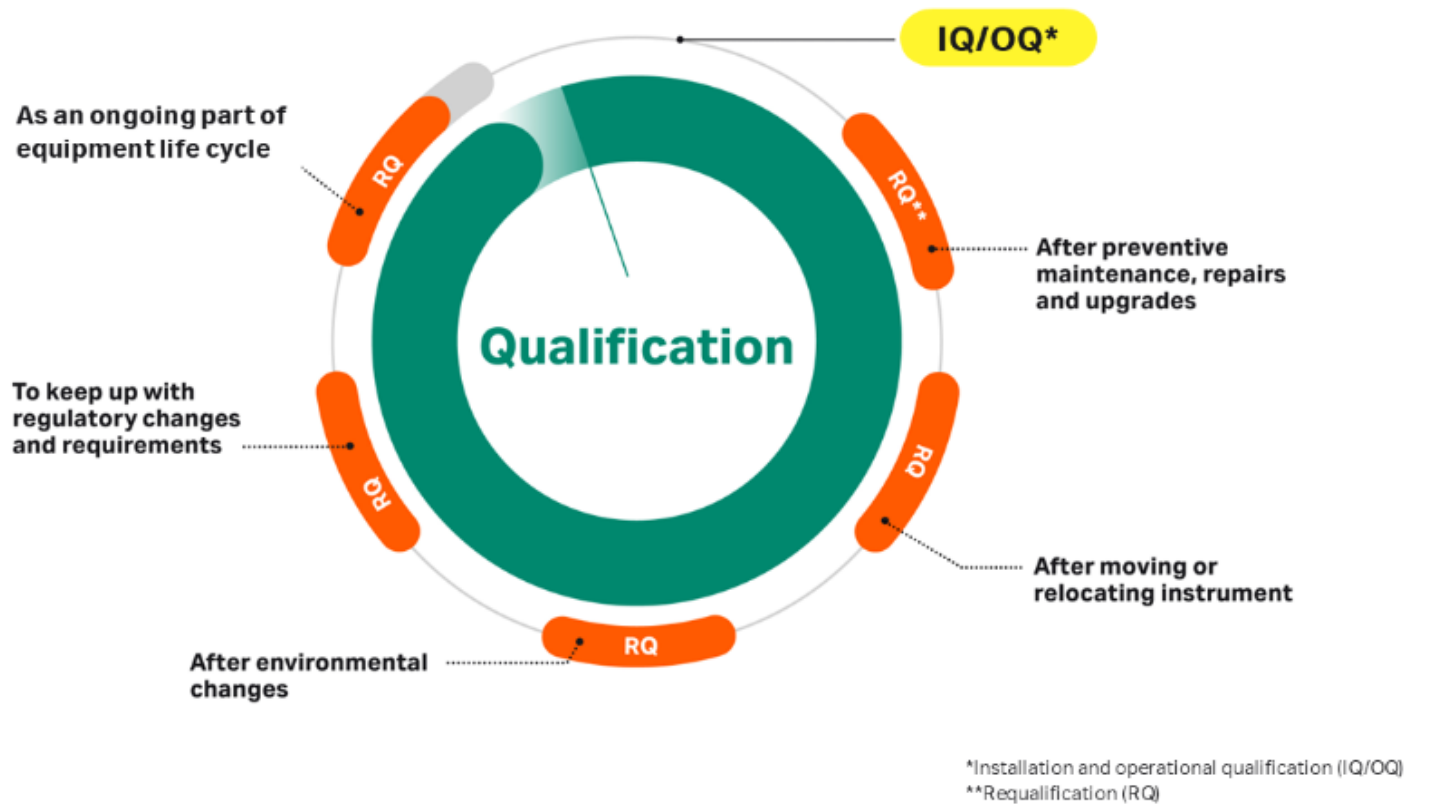


Environmental and equipment conditions can change over time. A change control procedure is a systematic approach to managing all changes made to the system, software, or firmware.

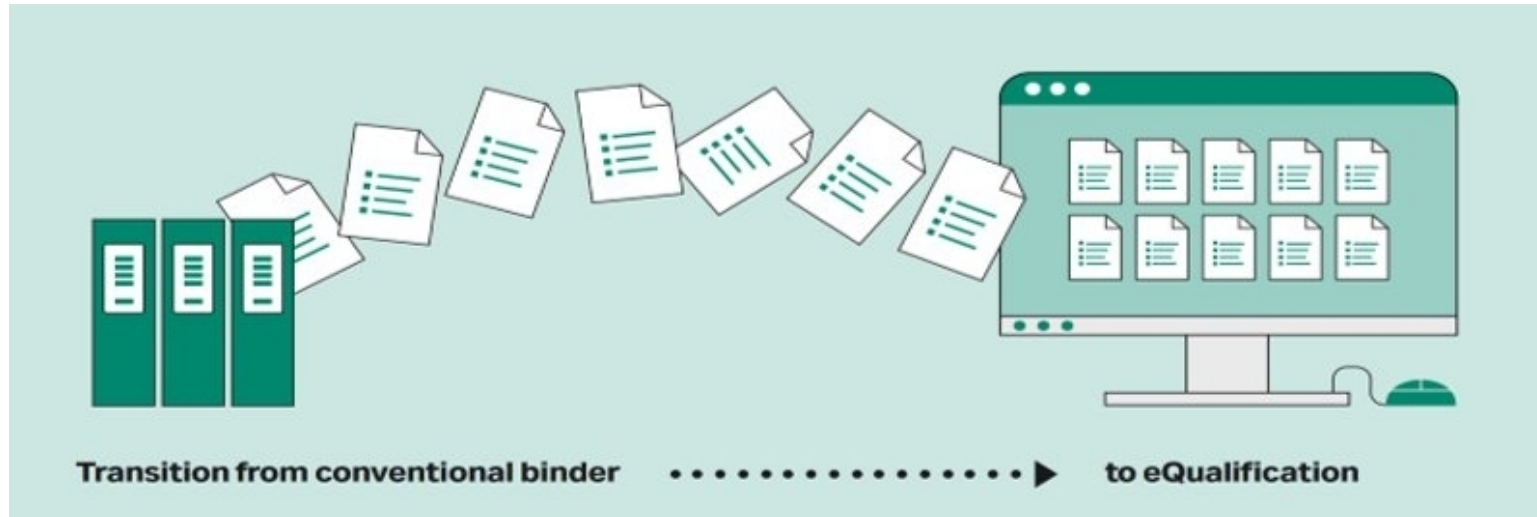
Qualification services products

At some point in its lifetime your equipment may be repaired, relocated, upgraded, or modified. We can help you keep it in a qualified state.

Qualification is more than a one-time event



Qualification flexibility



Physical binders

- Historical standard offering
- Binders printed and shipped
- Handwritten filling and signature

E-Binders

- PDF delivery
- Binders printed by you and completed per physical document
- Handwritten filling and signature

eQualification

- Fully digital format: paperless solution. Electronic filling, approval and signature (no Wi-Fi required)
- Sustainability contribution
- Time saving
- Improve security

Recommended qualification services products

Activity	Customer site—life cycle management of equipment										
	Cytiva site	Customer site—installation					Customer site—life cycle management of equipment				
	Functional test	Factory acceptance test (FAT)	Site acceptance test (SAT)	Installation test record (ITR)	Installation and operational qualification (IQ/OQ)	Computer software verification (CSV)	Requalification (RQ)	Instrument requalification (IRQ)	Change control procedure (CCP)	Certification	Modified qualification protocols
Verification of system quality during production	●										
Commissioning test		●	●	●							
Installation into GxP				●	●	●					
Moving installed instrument into GxP area							●	●			
Maintaining qualified state post IQ/OQ during LifeCycle							●	●			
Change over of manufacturing process							●	●			
Requalification after performed preventive maintenance							●	●			
Requalification without preventive maintenance							●				
Upgrading hardware, software, and firmware						●			●		
Non-GxP environment testing										●	
A standard QS protocol modified according to customer request											●

Computer software verification (CSV)

Ensure validation of your computerized system

In a GxP environment, the systems and equipment you rely on directly affect product identity, strength, quality, and purity—making rigorous validation essential. Software is no exception; robust CSV is an essential.

CSV delivers pre-written, audit-ready test protocols and execution support to verify software features for cGMP compliance. Performing CSV alongside hardware installation and operational qualification (IQ/OQ) helps reduce the time and resources required for IQ/OQ.

We test software features such as :

- Electronic records
- Electronic signatures
- Audit trail
- Back-up and restore
- Data governance
- Access control

Change control procedure

Environmental and equipment conditions can change over time.

A change control procedure is a systematic approach to managing all changes made to the system, software, or firmware.

After a software, firmware, or hardware upgrade, you can choose to perform a change control procedure. Our protocols are created in a good documentation practice-compliant format to ensure adherence to current regulatory standards and guidelines.

[Hardware >>](#)

[Software >>](#)

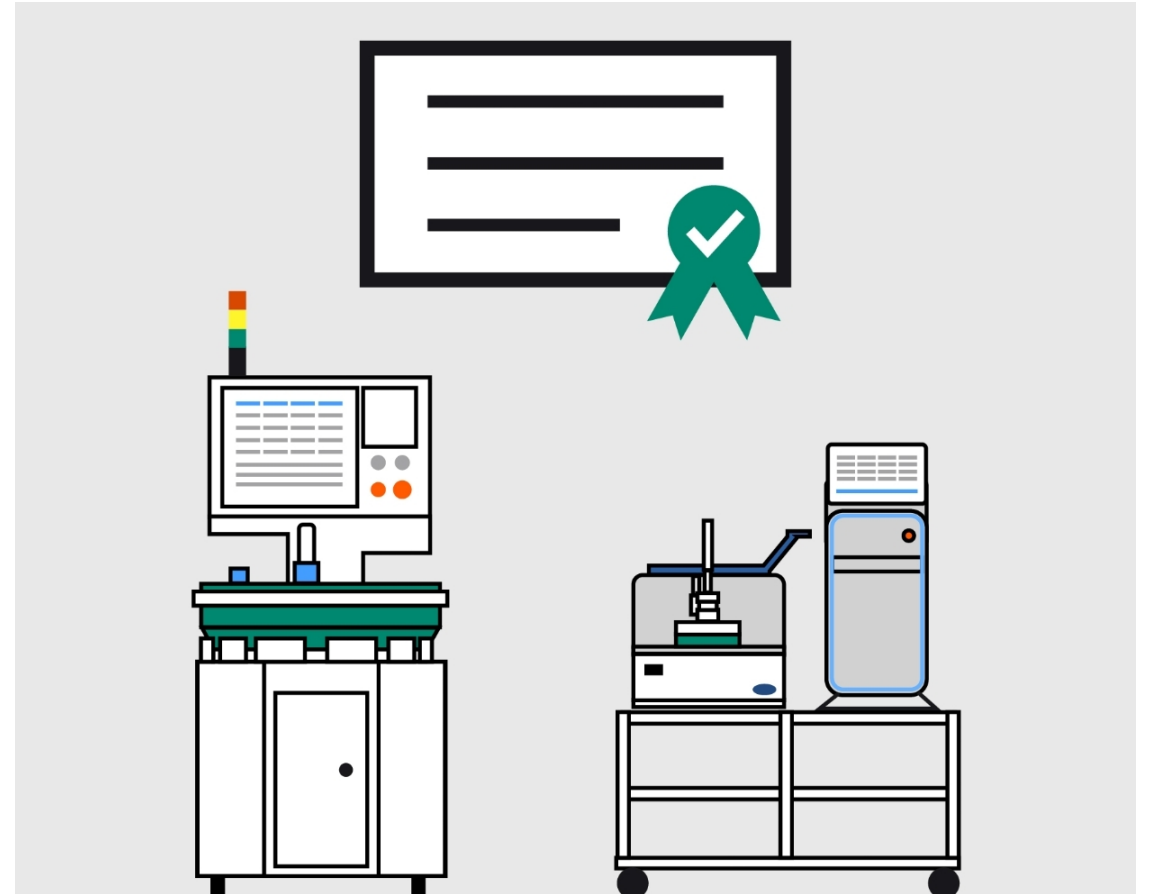
[Firmware >>](#)



Calibration service product

We recommend calibrating your filter integrity tester at least once a year to ensure its measurement accuracy, reliability, and repeatability of testing.

Our calibration services use specialized instrumentation and provide you with a calibration certificate and an instrument maintenance record to prepare you for inspection readiness.



[Installation and qualification](#)

[Back to products >>](#)

Health checks

You should consider a health check for your system when your equipment

- is >10 years old.
- has not been serviced in 3+ years.
- is returning to service from long-term storage.



Your service engineer will:

- assess the health of your bioprocessing equipment.
- develop a strategy to maintain, replace, or upgrade aging equipment and software.
- provide a written risk assessment with options and recommendations.



Relocation support

Only our field service engineers have the training and experience needed to safely and effectively prepare your Cytiva instrument for relocation.

- We can support you with planning, equipment labeling, dismantling, packing, decommissioning, recommissioning, requalification, and setup.
- We will also provide any regulatory documentation required as part of the move.

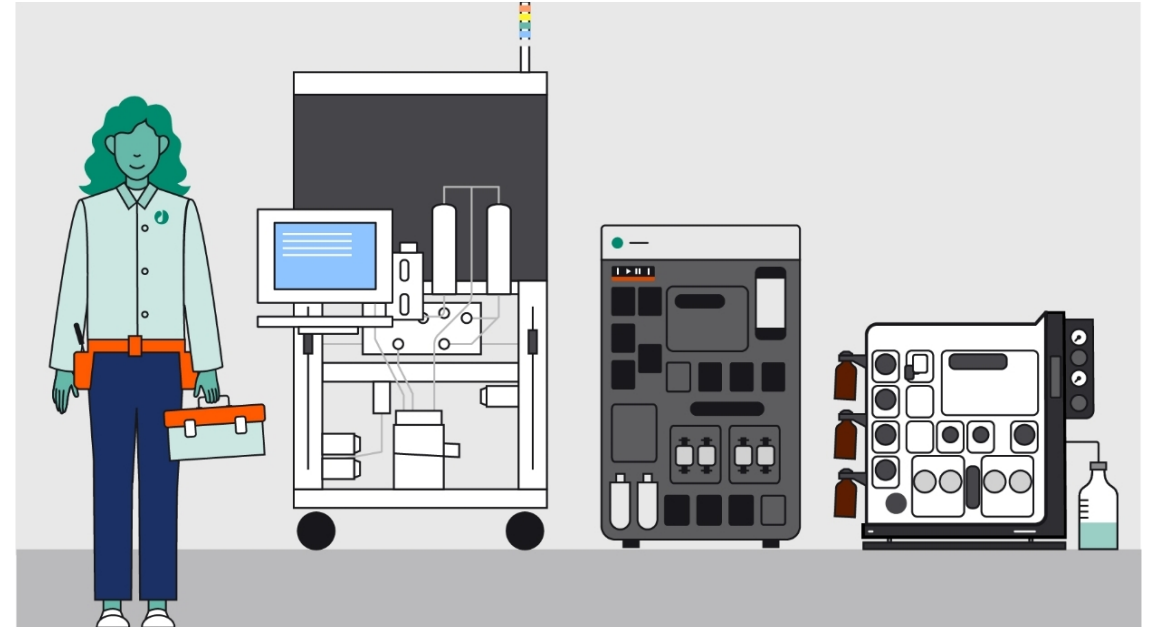


Preventive maintenance (PM)

Whether PM is a compliance and reliability requirement or merely a means to reproducible results, we are at your side.

Our trained and certified service engineers are each equipped with the specialized tools needed for quality service.

Our PM protocols are factory-designed, with tests and part replacement with genuine OEM parts to restore your equipment to factory specifications.



More than
28 000
PMs performed per year

Repairs

How you prepare to manage unexpected failures can make the difference between meeting or missing your targets.

Our service engineers are ready to assist you—with factory training, access to the latest factory developments, and our extensive global support network.

Access remote problem resolution with advanced technology and faster onsite response times.

Leverage the expertise of the very organization that built your system.



Decades of engineering



Factory training



GxP compliance



Proprietary software



Global scale



Remote support

Mail-in repair services

A simple procedure

- 1** Visit **cytiva.com** to request service
- 2** Ship your instrument to a **Cytiva service repair center**
- 3** Your instrument is returned to you – **repaired and recalibrated**

A range of instruments, components, and software qualify for mail-in service including:

- ÄKTA™ start
- ÄKTAprime plus
- ImageQuant™ LAS 500
- Electrophoresis instruments
- Fraction collectors
- Pumps and valves for chromatography systems
- UV monitors
- Tube sealing and fusing systems

- **Cost-effective solution**
- **Extensive engineering experience**
- **Access to manufacturing resource**

Resident engineer

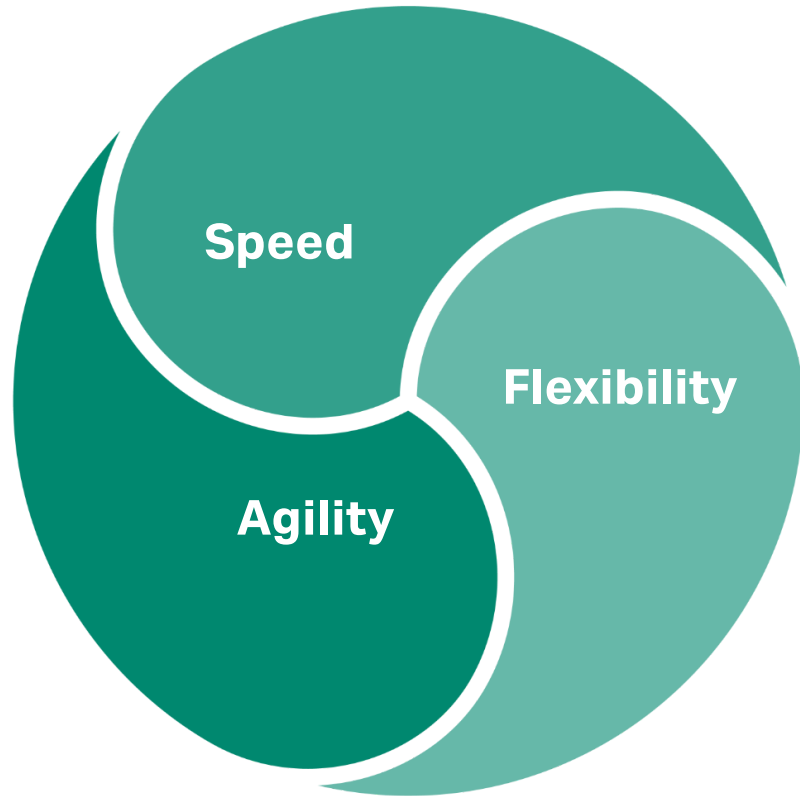
Imagine if your engineers had the same know-how as those who designed your systems.

Now imagine they have direct access to the full breadth of engineering support and infrastructure from the manufacturer.

Enter the **resident engineer**, a field technician employed by us but dedicated full time to your site to support your Cytiva equipment's uptime and performance. They serve as your single point of contact and act as your trusted advisor to help you optimize your operations.



FlexHours flexible labor currency



Administrative tasks shouldn't hold up the process. With **FlexHours**, our flexible labor currency, there is no need for purchase orders for each visit.

- **Speed**
Pre-purchased hours eliminate administrative delays when your production is at risk.
- **Flexibility**
FlexHours cover your site, not just a single Cytiva asset. Use it where and when it's needed.
- **Agility**
Periodic consumption and balance reports help you plan ahead.

Automation and networking support

A key component of optimizing productivity and uptime across the entire workflow

One point-of-contact regardless of the issue:

- Automation
- Mechanical
- Electrical
- Process-related

Troubleshooting tools and solutions:

- GMP workaround
- Cause and effect analysis
- Corrective and preventive action proposals

Easy user administration

Administrate users from one central location.

Easy data sharing

Save, organize, and exchange data over the network.

Easy data administration

Backup all data at once with scheduled backup.

Secure networking

Control workstation access to each system.

Improve equipment utilization

Free-up the system while evaluating data from your office computer.

Stay in touch

Monitor the system from office computer and create notifications.

Automation and networking support

One point of contact for all your automation and hardware needs

- 24/7 frontline support
- Trained and qualified automation experts
- All automation platforms
- Automation issues Cytiva and non-Cytiva equipment
- Remote troubleshooting

DeltaV™

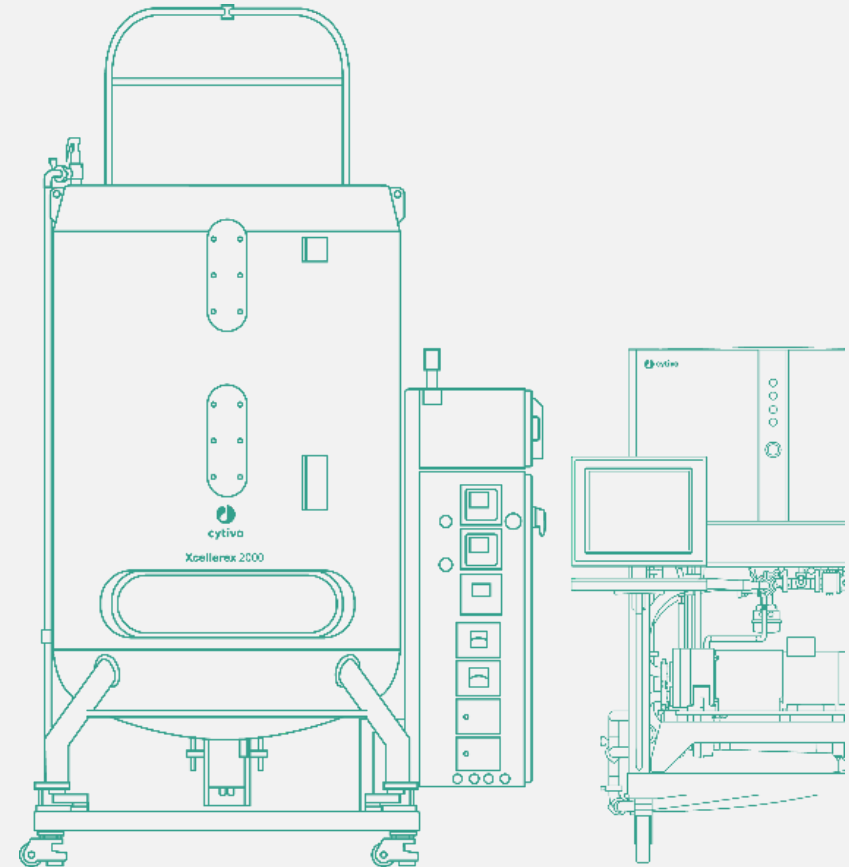
UNICORN™

WONDERWARE™

Rockwell Automation

SIEMENS

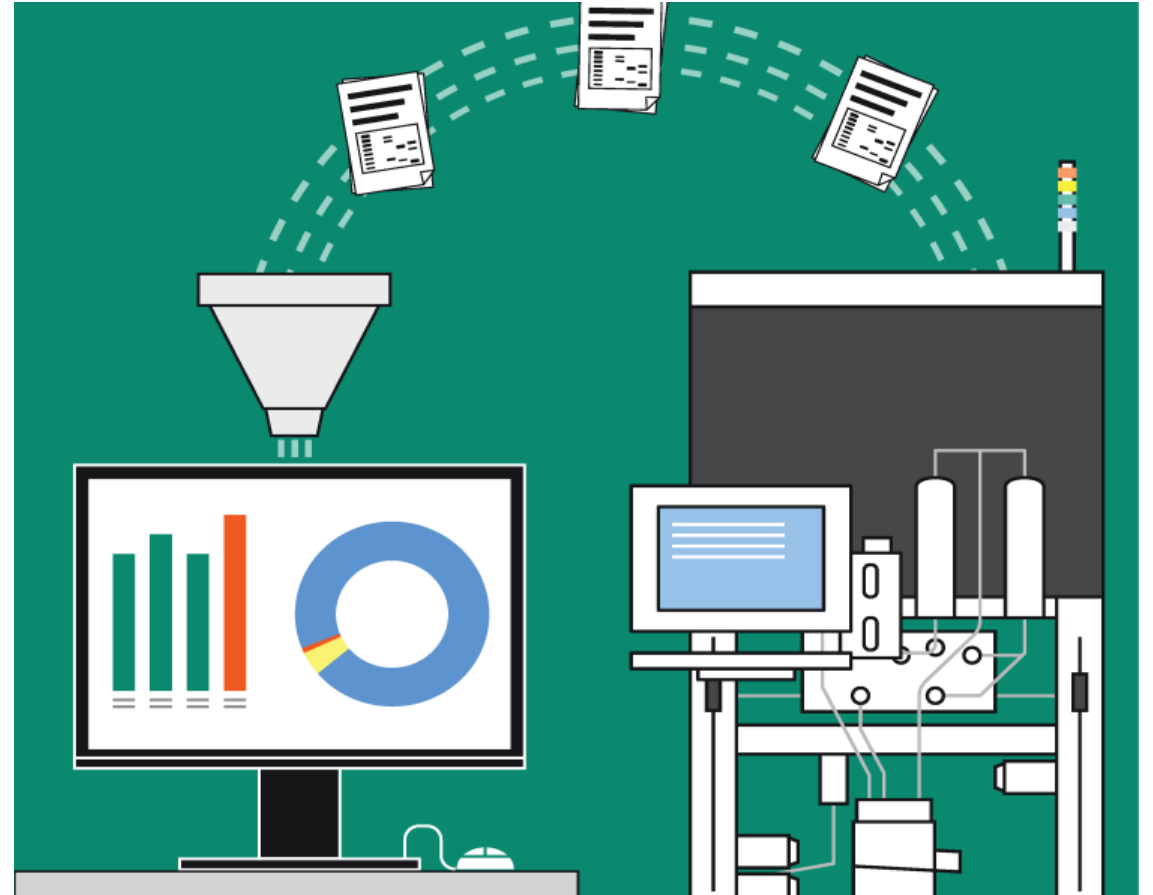
Automation and drives



OptiRun Connect remote-monitoring platform

Our service experts can proactively monitor for alerts sent by your instruments in real time to our online service center.

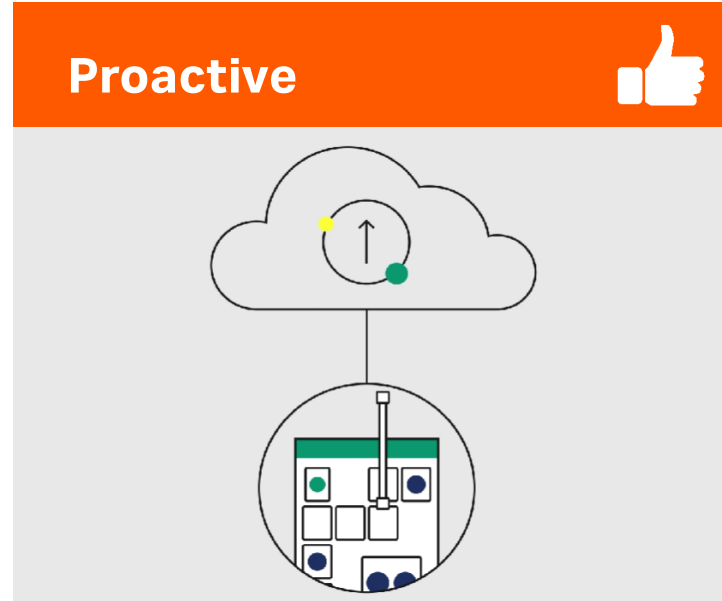
These alerts can speed communication and resolutions, helping to maximize your uptime and avoid outages.



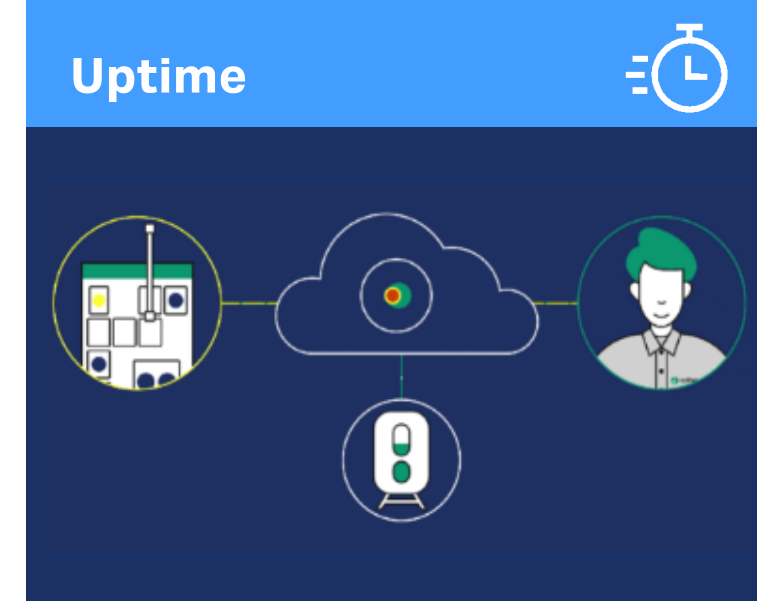
OptiRun Connect remote-monitoring platform



- Monitors system health
- Flags irregularities
- Helps identify root causes



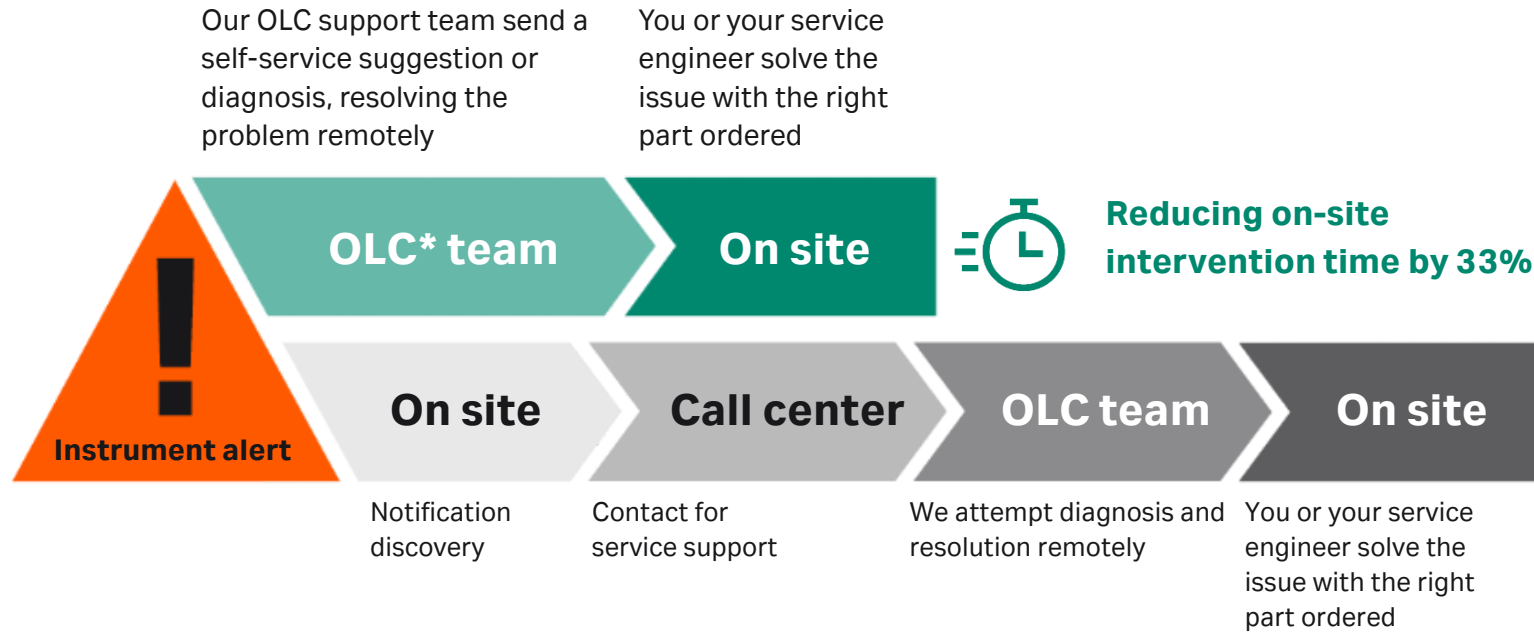
- Sends alerts and errors
- Gives resolution options via e-mail
- Provides information for diagnosis



- Enables rapid response time
- Accelerates resolutions
- Reduces need for onsite support

It's the secure, protected, and connected path to the fastest possible issue resolution

Boost uptime



■ With OptiRun Connect remote-monitoring platform
■ Without OptiRun Connect remote-monitoring platform

*OLC: Online center

Cytiva

45%⁺
of issues resolved remotely

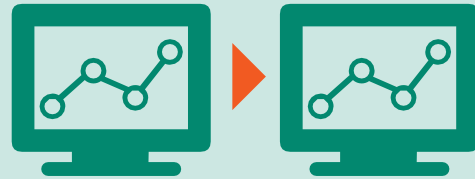
IT and digital services

[Back to products >>](#)

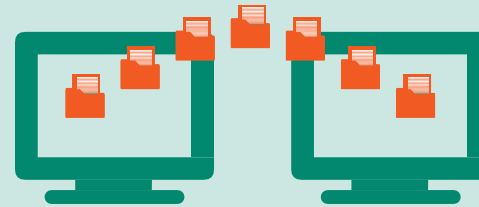
What can the OptiRun Assist screen-sharing tool do for you?



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.

**We access your system only with your permission and during the session.
You'll get a session report that shows all the actions we took.**

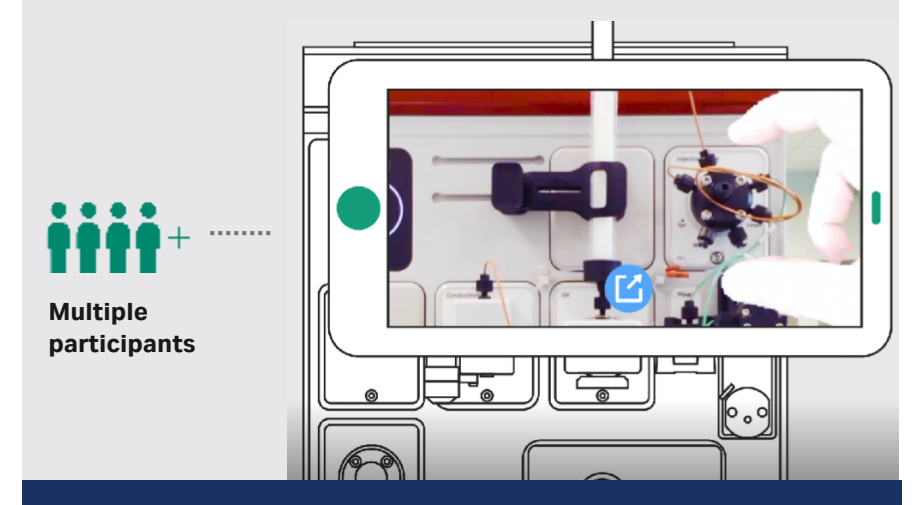
OptiRun View augmented reality guidance: inspection, verification, and troubleshooting in **three easy steps**



1 You allow us to connect to enable remote support for your Cytiva system.



2 Our remote service engineer guides you step-by-step for troubleshooting and follows everything you do to ensure success.



3 Together we solve the issue.

Outcomes

- Faster resolution by collaborating with our remote service engineer
- Increased uptime so you can focus on your work
- Improves sustainability by reducing unnecessary field engineer travel

My Equipment anywhere, anytime

Your asset management platform for your Cytiva instruments

With My Equipment request service keep track of your Cytiva instruments:

- Access your service history.
- View and renew your service solutions contracts.
- Raise a service request (the fastest and most accurate way).

[Learn more](#)

Available in the United States, Canada, Europe, and India

Cytiva

Three simple steps to get started:

1

Go to cytiva.com with any web-enabled device

2

Log in to cytiva.com

- Fill in profile information, choose a password, and select **Register Now**.
- Head over to your inbox for a verification email from us. Click the verification link.
- Add your account details to finish creating your profile.
- Once finished, select **Complete Registration**.

3

You're ready to get started. Log in to cytiva.com, select **My Account** and then select My Equipment.

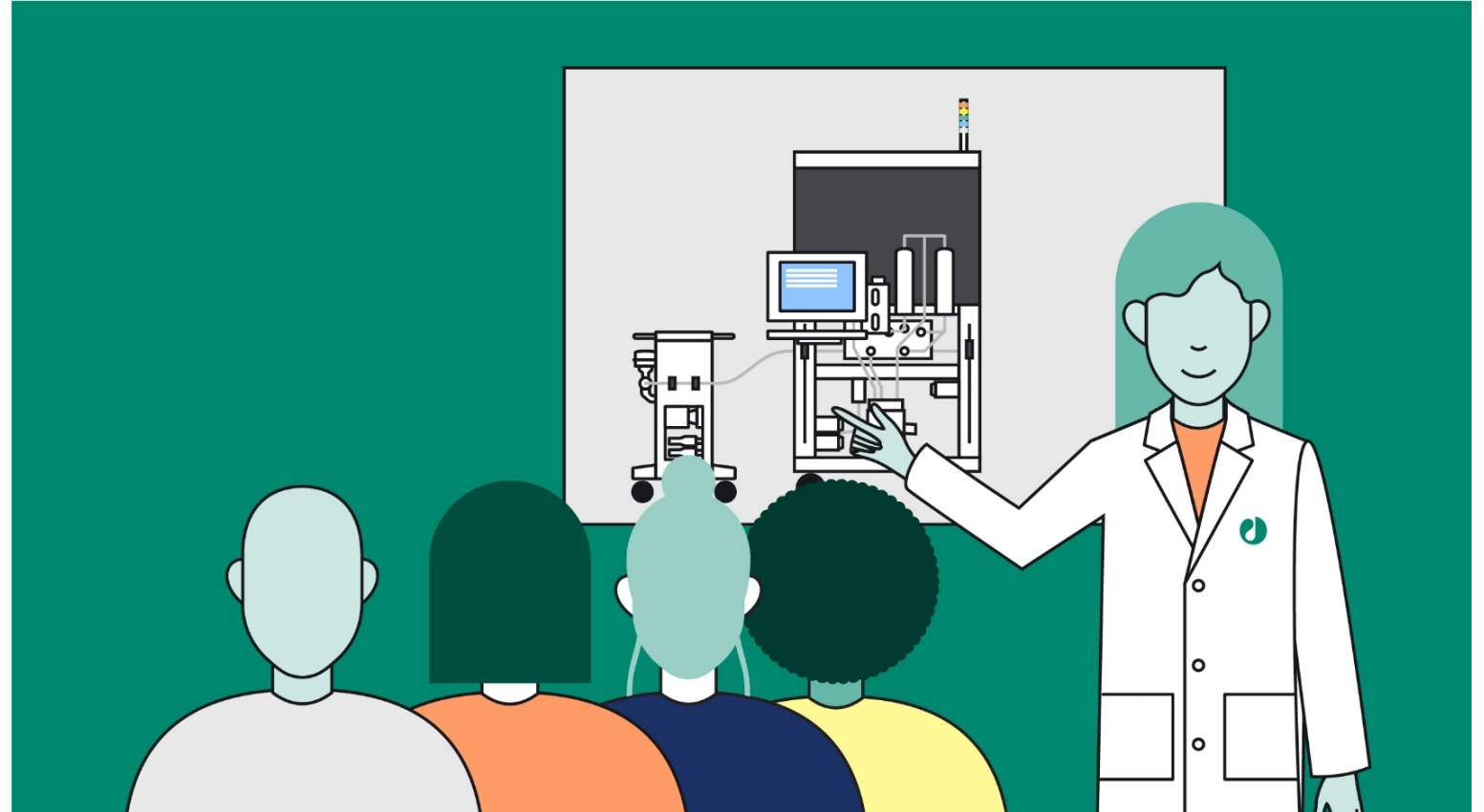
IT and digital
services

[Back to products >>](#)

Maintenance and troubleshooting training

We offer different solutions to share our service knowledge and help improve productivity.

- Classroom training
- On-site training
- Hands-on lab activities
- Remote training with or without a live instructor
- Virtual/mixed reality training
- Detailed step-by-step videos



On-site and classroom trainings

Our experts share knowledge with you including:

- Routine care and best practices for cleaning
- Ways to identify, analyze, troubleshoot, and resolve equipment issues without needing to enlist external support
- Common failures and how to avoid them
- Understanding system documentation and resources
- Critical spare parts advisory
- Maintenance procedures and testing



Our training programs are designed to help you:

- Increase uptime
- Reduce service calls
- Limit the risk of breakdown



Lab-scale chromatography instruments:
ÄKTA (ÄKTA avant and ÄKTA pure)



ÄKTA pilot



ÄKTA ready



ÄKTA readyflux



ÄKTAprocess



AxiChrom columns
(300mm to 1000mm versions)

Parts advisory service

Your risk management strategy includes planning for spare parts. 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



eShop and online purchases

- End-to-end-order tracking
- Access your order history, [invoices](#), and [re-order](#) with ease
- Quick bulk orders
- Real-time product availability
- Account specific pricing
- Have a question about an item? Use the **Get Quote** button
- Redeem order with your quote reference*

You can pay via PO, and via credit card in US or Canada

*Available in US, Canada, Australia and New Zealand

5 500⁺
customers

use our e-commerce
platform

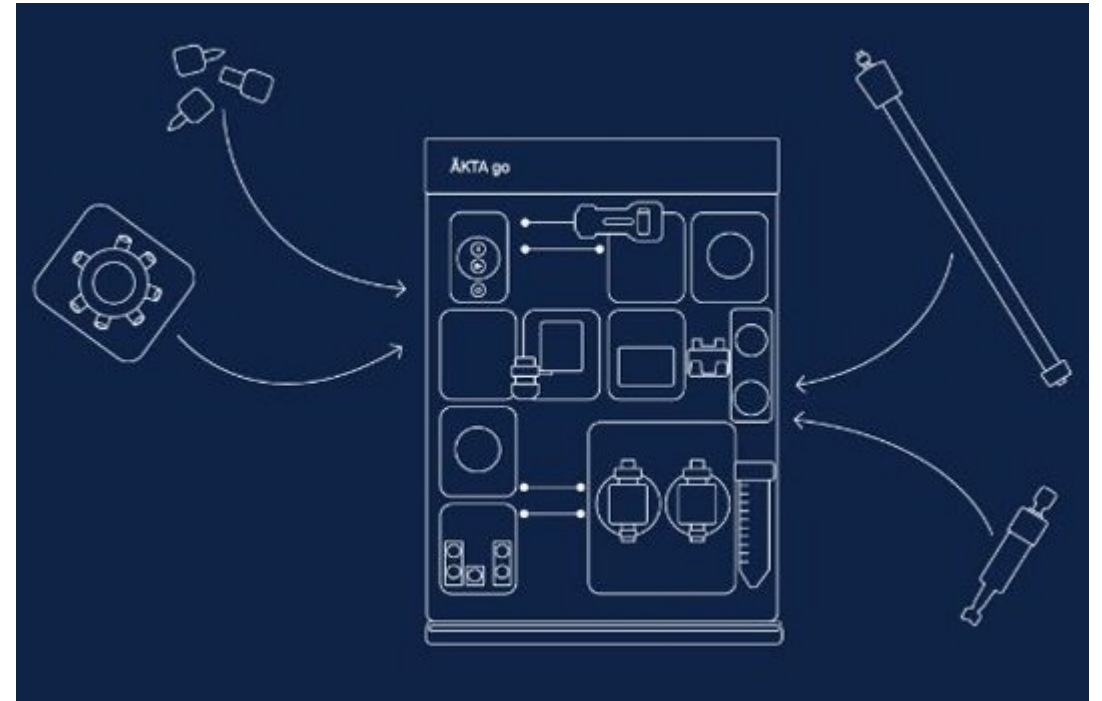
25 000⁺
orders

Processed per year

Hardware and software upgrades

Designed to increase productivity, efficiency, and compliance.

- Our standard upgrades retrofit any new, pre-verified functionality developed since your equipment purchase.
- Software upgrades increase data security and productivity. Upgrades keep your equipment running on supported operating systems.
- For customized equipment, our qualified engineers will assess your needs to identify the upgrade you need.



5

Service delivery overview

In-house team support

- Our customized training helps your team perform routine maintenance correctly and to act as first responders to quickly troubleshoot and resolve low-complexity issues.
- To solve issues of greater complexity, service engineers work with your team using advanced tools to bring your equipment back online as fast as possible. If we can't resolve your issue, then we will dispatch one of our knowledgeable service engineers within the committed response time.

35+

Online engineers to support you

15 500+

cases handled in 2024

5 500+

issues resolved remotely in 2024

220 000+

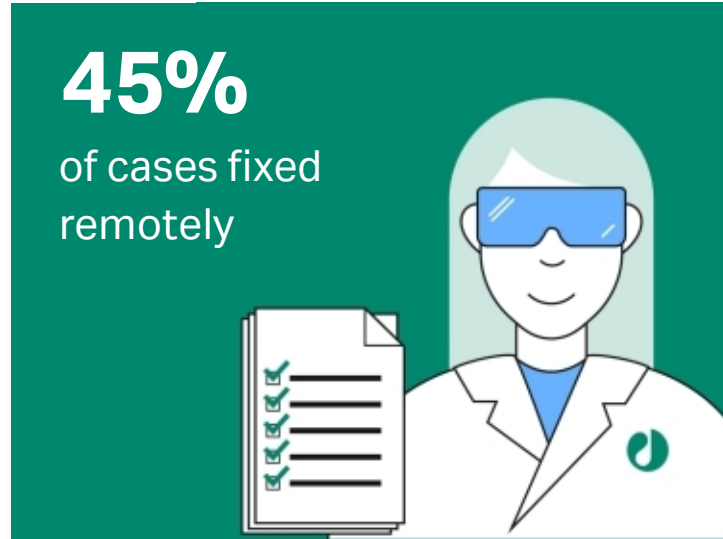
kg CO₂ emission saved

Remote support



Equipment monitoring

We can track your instrument's health and detect many irregularities before they become an issue. We can also accelerate time to resolution when an issue does arise.



Dedicated specialists

Our remote engineers have years of practical field experience. With advanced tools and specialized training, they can diagnose and often resolve your problems remotely.

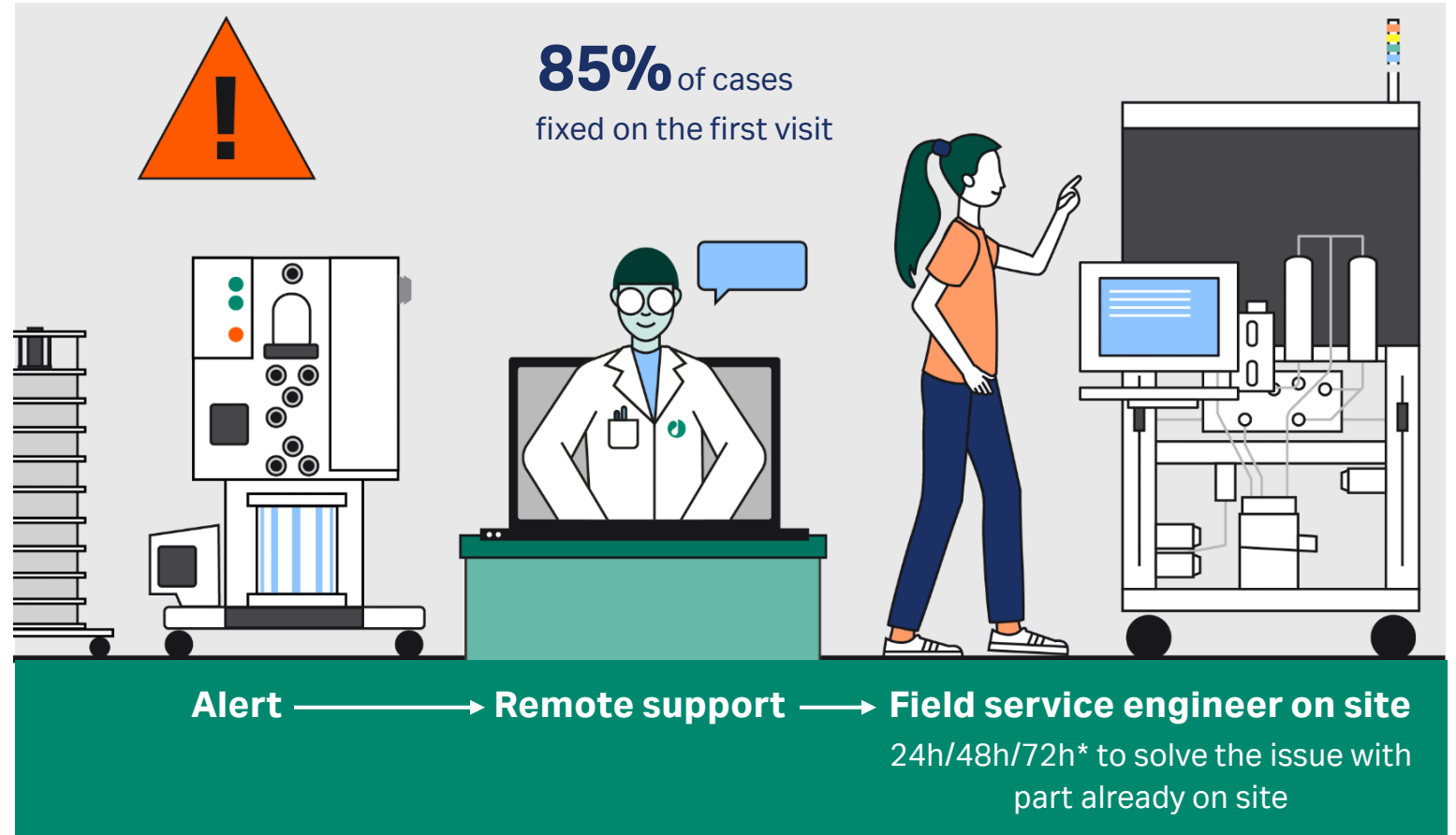


Priority access 24/7

For issues of greater complexity, a dedicated team is standing by to support your critical processes. They are like an extension of your engineering team.

Accelerated onsite response

- If remote resolution is unsuccessful, then we will dispatch an engineer within the committed time.
- Depending on your service level agreement (SLA) with Cytiva, this response can be hours to days.*
- To facilitate fast resolution of issues, we recommend keeping critical spare parts on site.



*Contact your local Cytiva representative for options in your region.

In-house team support

- We enhance your team's knowledge with customized training to ensure routine maintenance tasks are executed correctly—so your first responders can troubleshoot and resolve issues of lower complexity.
- To solve issues of greater complexity, service engineers work with your team using advanced tools to bring your equipment back online as fast as possible. If we can't resolve your issue, then we'll dispatch one of our knowledgeable service engineers within the committed response time.

35+

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cases handled in 2024

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issues resolved remotely in 2024

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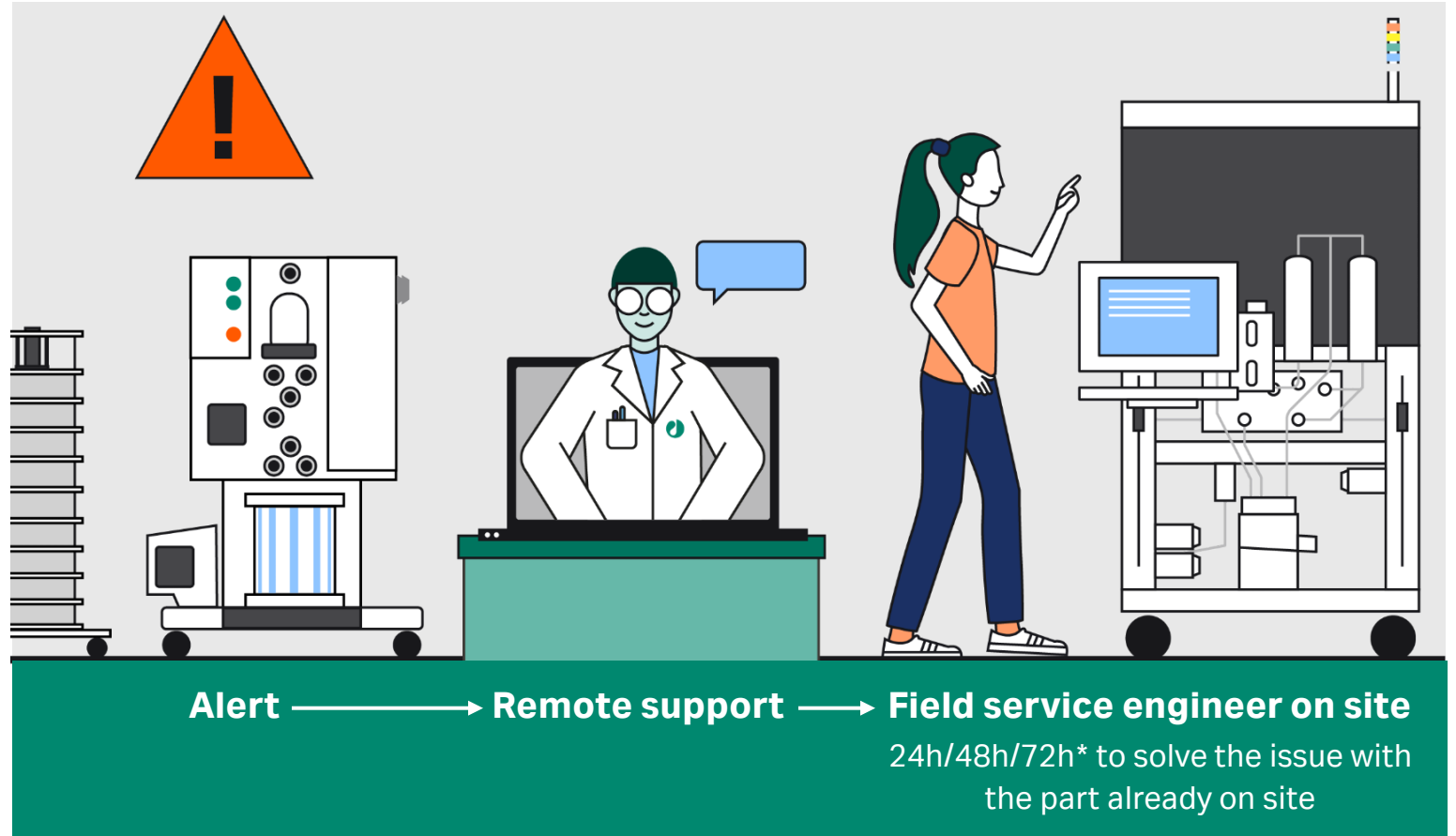


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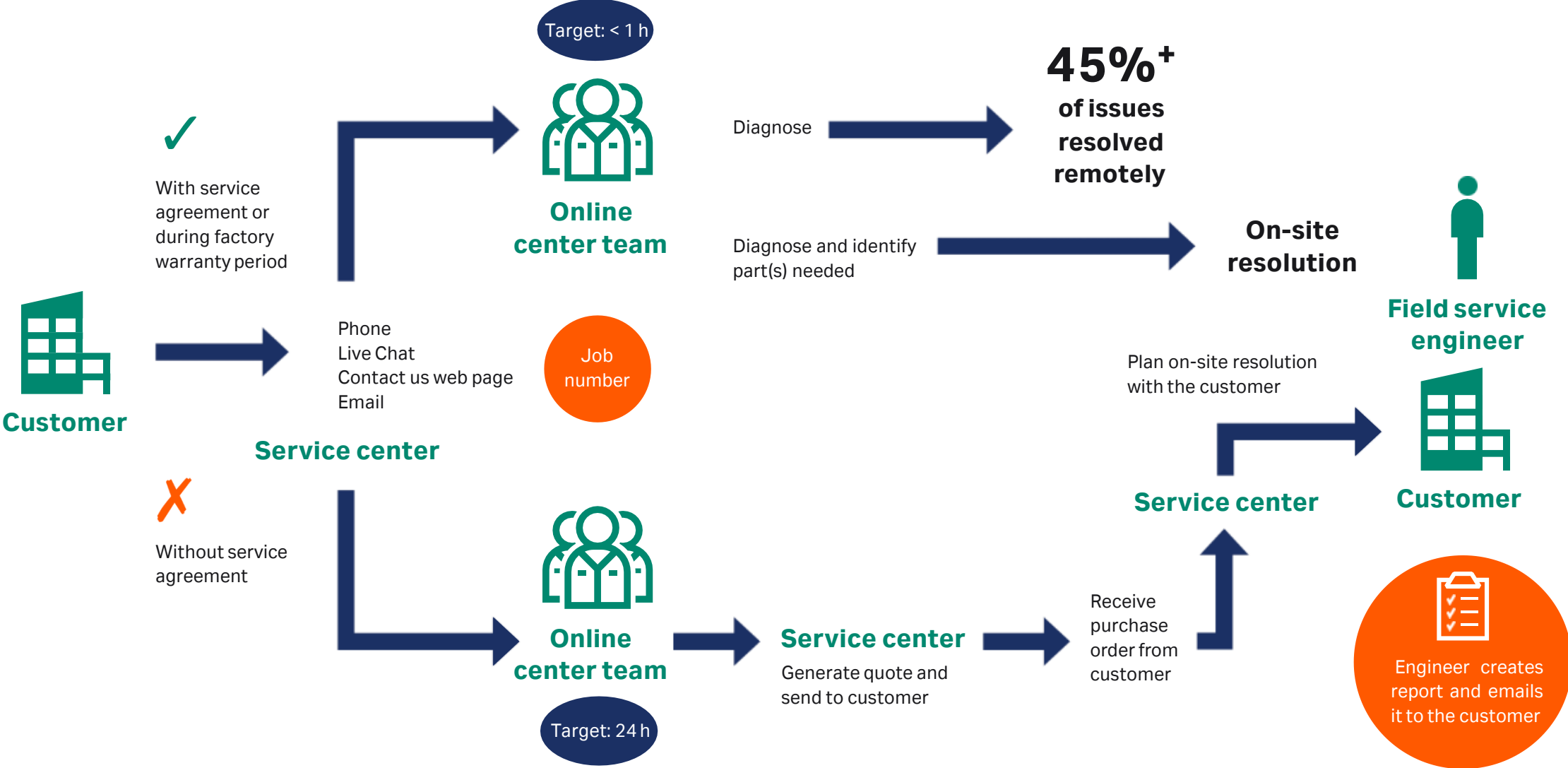
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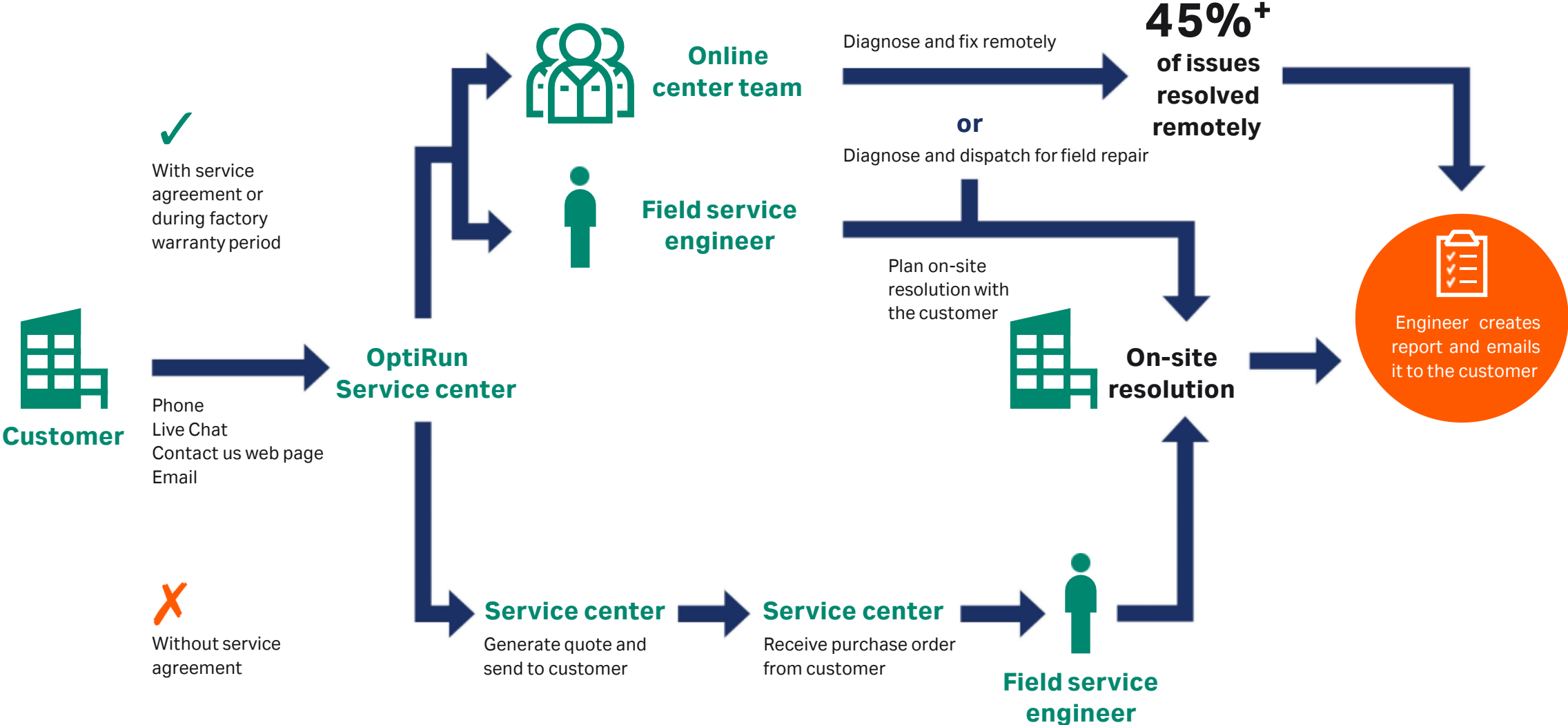


*Contact your us for options in your region..

Service delivery overview—Europe, the Middle East, and Africa

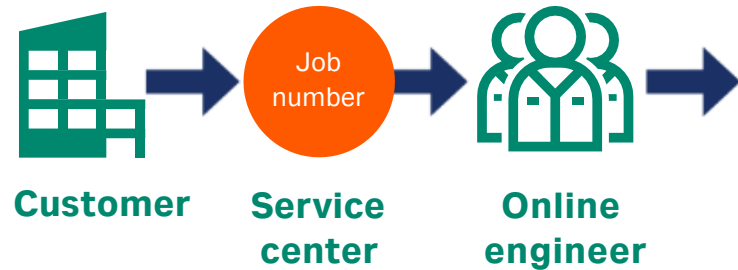


Service delivery overview—USA and Canada

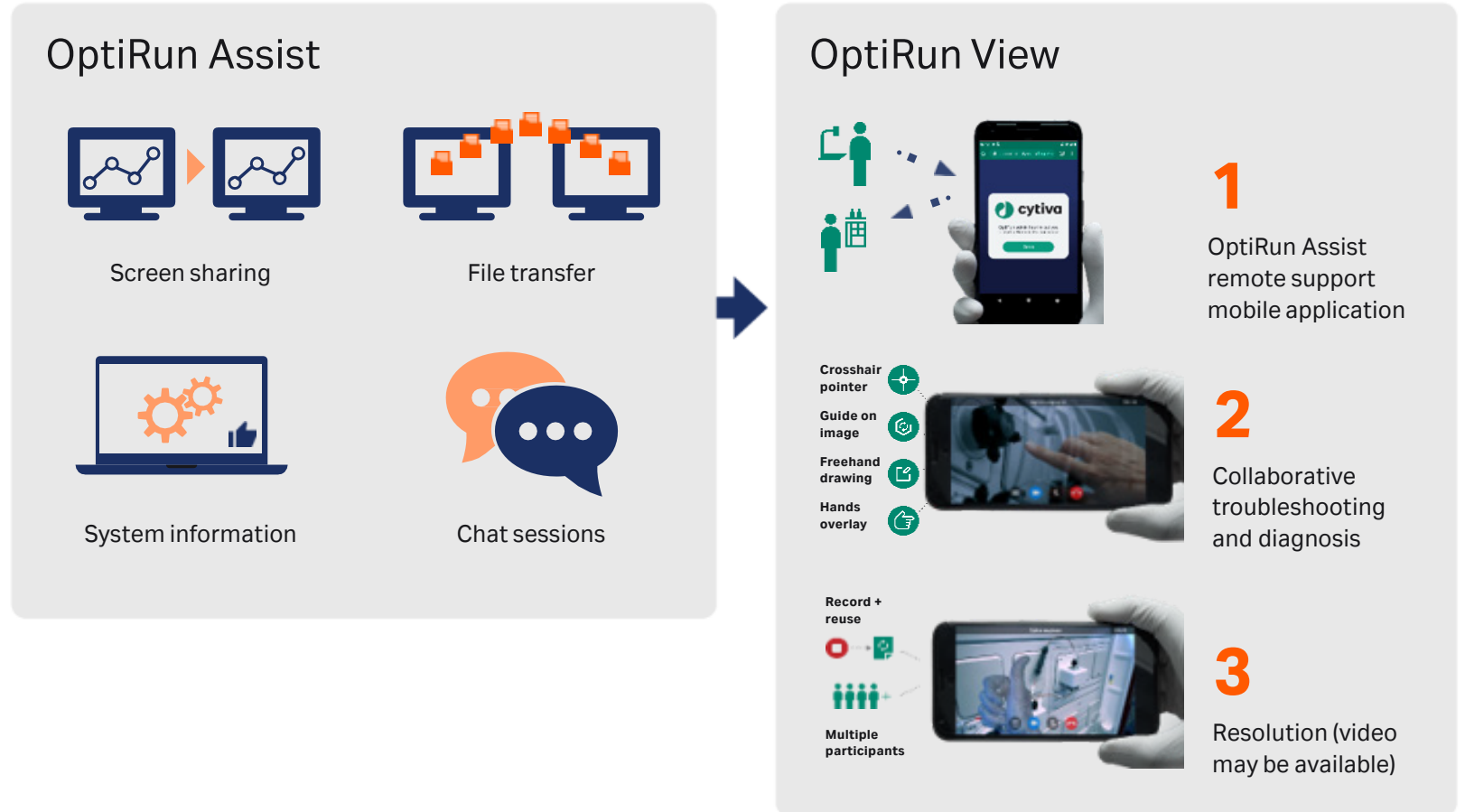


Remote service delivery—EMEA and USCAN

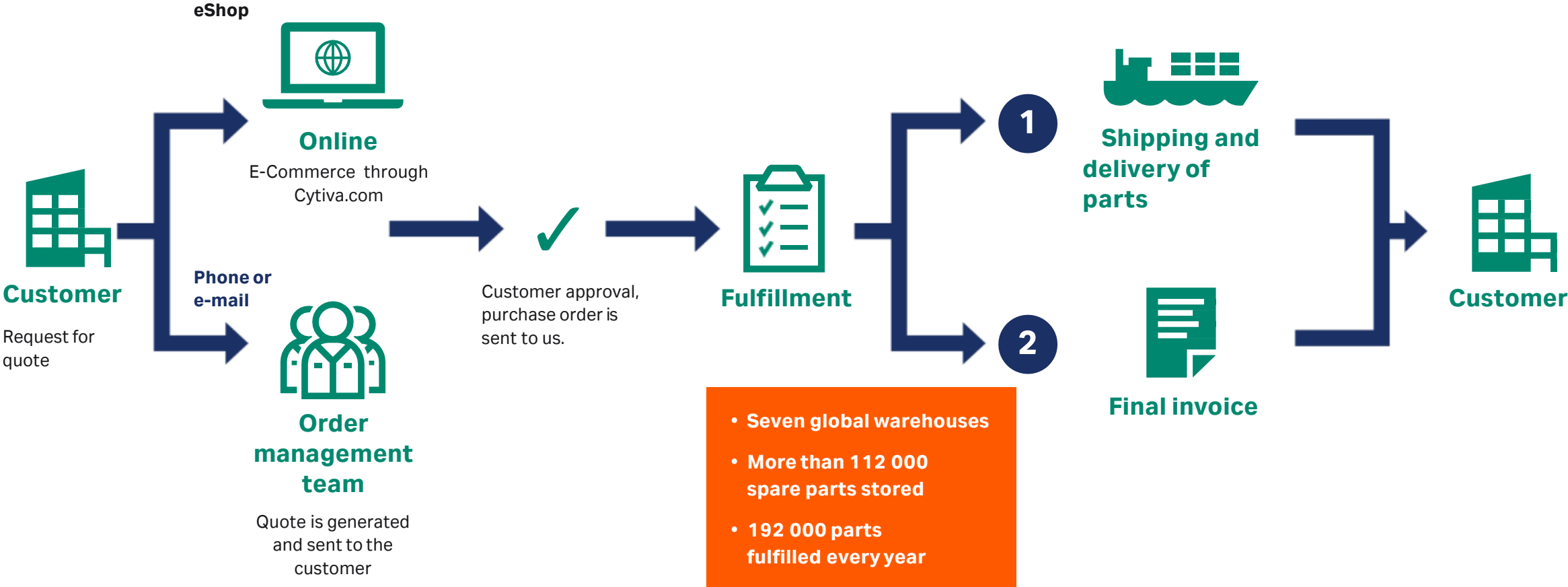
✓ With service agreement or during factory warranty period



Remote resolution 30%+ of the time



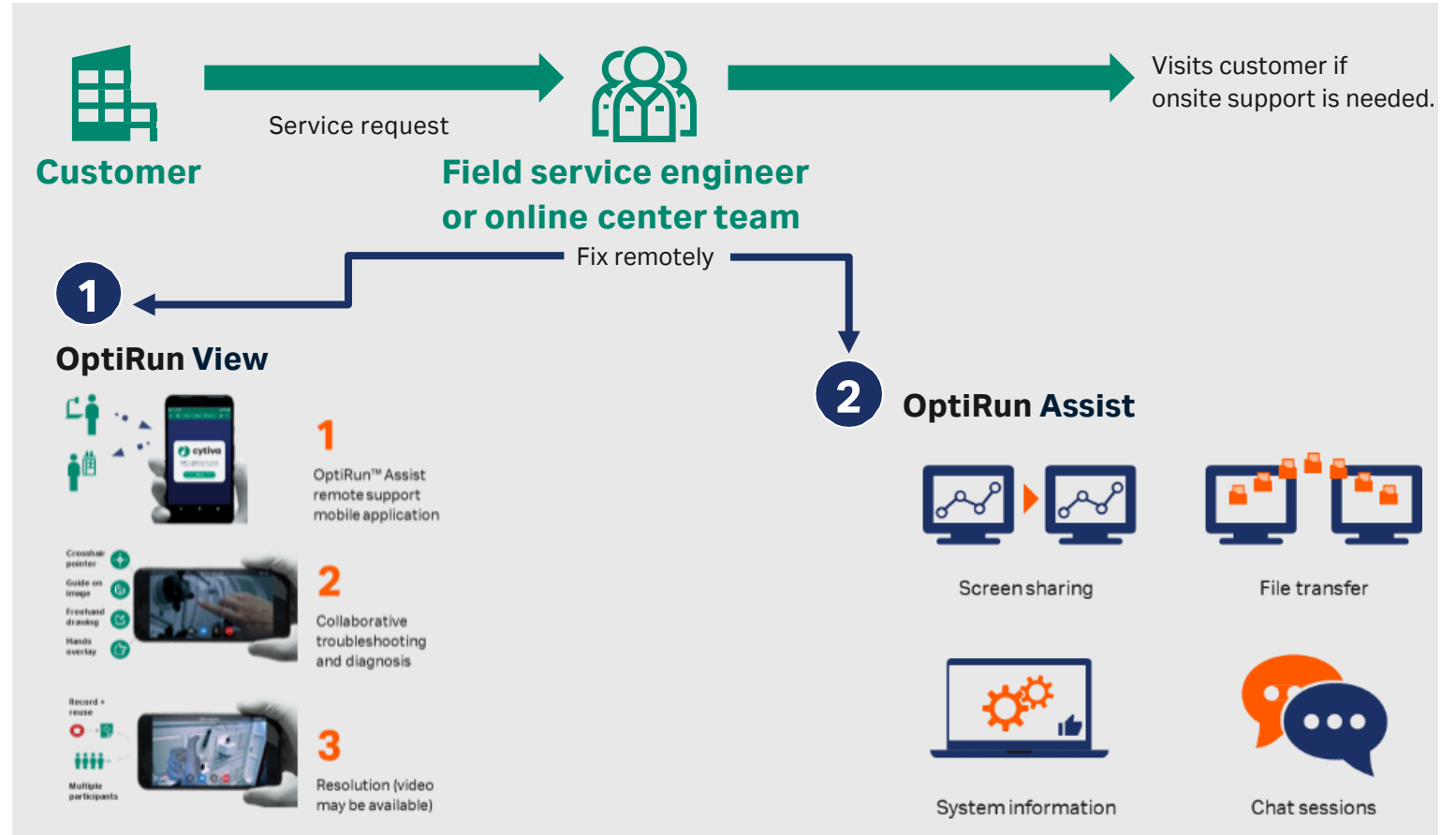
Parts delivery process—EMEA and USCAN



Remote service delivery—APAC

✓ **Contract and warranty customer**
— **First priority**

- **Japan, Korea, ASEAN**
by remote engineer
- **Australia and New Zealand**
by skilled engineer



Thank you



www.cytiva.com

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

cytiva.com

CY18540-21JAN26-PP



danaher.