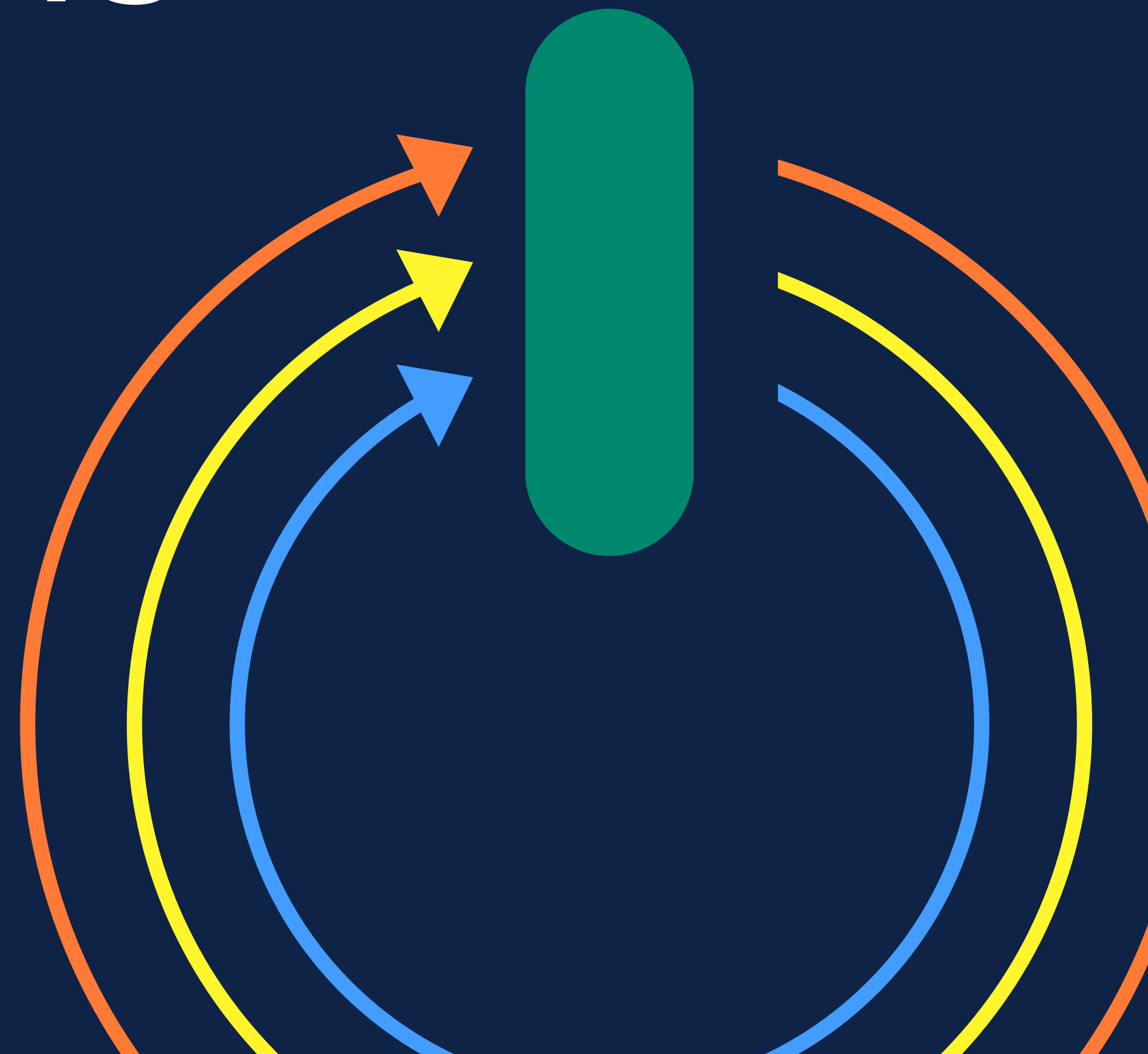


# OptiRun

## Service Solutions

FullCare service for Biacore systems

Maximize the quality of your research  
through expert equipment service



# Ensure the quality and consistency of your results

Your Biacore™ system performs complex and sensitive experiments and has components that can wear with time and use. It is critical to keep your equipment properly maintained and serviced to ensure the accuracy and consistency of results and protect against downtime that costs your organization time, money and resources.

FullCare, a comprehensive service offering from Cytiva, supports your research goals by ensuring the uptime and performance of equipment that is essential to daily research.

**FullCare coverage provides peace of mind that your Biacore will operate reliably for years to come.**

- ✓ Planned preventive maintenance (PM)
- ✓ Priority response
- ✓ Unlimited repairs as required
- ✓ Access to Cytiva Quality Parts
- ✓ Priority access to scientific support
- ✓ Cytiva qualified service engineers

**FullCare Plus is a top choice among Biacore customers because multiple annual preventive maintenance visits can address:**

- Usage intensity
- Use of organic solvents
- Multi-user environments
- Extreme reliance on results





# Proactively address wear on key components

Service is no longer just about fixing issues, it is about preventing them from disrupting your lab's operations. Biacore systems utilize unique, high-performance parts such as the integrated fluidic cartridge (IFC) and an optical interface that are susceptible to wear with normal use. These components are replaced at every PM visit in order to avoid downtime or any adverse impact on results. The standard protocol for Biacore PM visits also includes more than 60 comprehensive tests, inspections, and measurements to ensure the optimal performance of your system.

# Custom support for your scientists

FullCare coverage provides your research team with unlimited, prioritized access to Cytiva scientific support, a dedicated team of PhD or equivalent experts who are available to advise you on the setup, customization, troubleshooting and life cycle of your equipment. With this caliber of support you can have confidence that your system will reliably and consistently support your research efforts.



# Customer support from Cytiva is second to none.

Renowned UK research university

# Comprehensive coverage prevents unbudgeted expense

Avoid surprise expenses with a service contract that covers all possible scenarios including unplanned service events, replacement parts, and up to bi-annual PM visits. Protect your Biacore investment with a FullCare service agreement for consistent and predictable total cost of ownership, regardless of what maintenance issues may arise.

# Trust in the power and reliability of Cytiva experts

An underlying value of a FullCare service agreement is that it ensures your equipment is exclusively serviced by a qualified engineer. These experts have years of rigorous training and access to our proprietary diagnostic software which helps them resolve more than ninety-percent of service issues on the first visit. Their accuracy and precision can further extend the life of your Biacore.



More than 90% first time fix rate



50% of repairs fixed in under 1.5 days

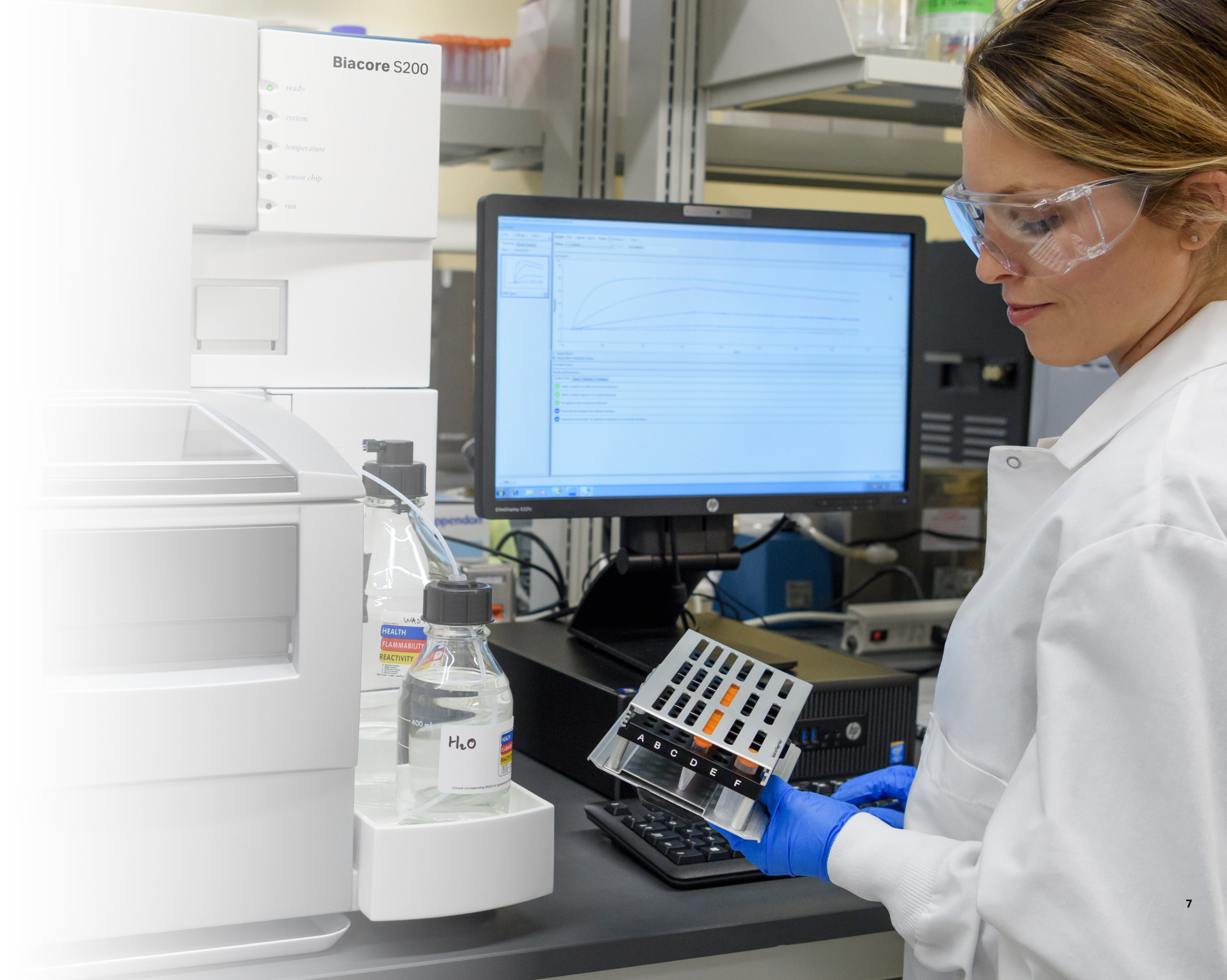


20% of issues managed remotely



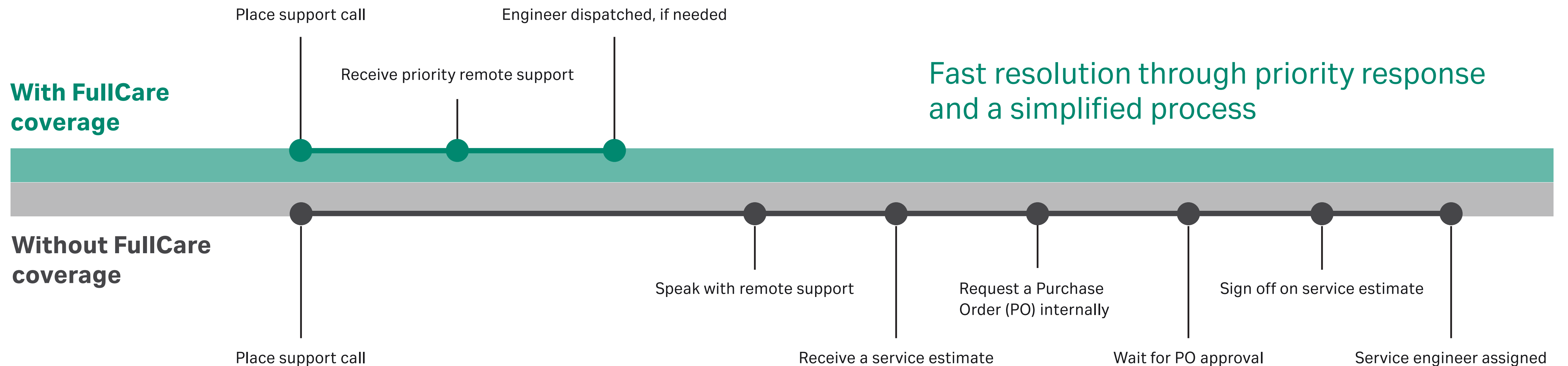
**Our service engineer gives us confidence in the reliability and excellence of the instruments.**

A global medical technology company



# Receive priority support to keep your research on track

In the event your equipment malfunctions or you experience any application related issues, FullCare gets you back up and running quickly. It gives you immediate access to scientific experts who can remotely troubleshoot application issues. If needed, a qualified engineer will be dispatched to your lab as fast as possible. FullCare eliminates the hassle of raising purchase orders at every service event as there are no additional costs — labor, travel and parts are all included.





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