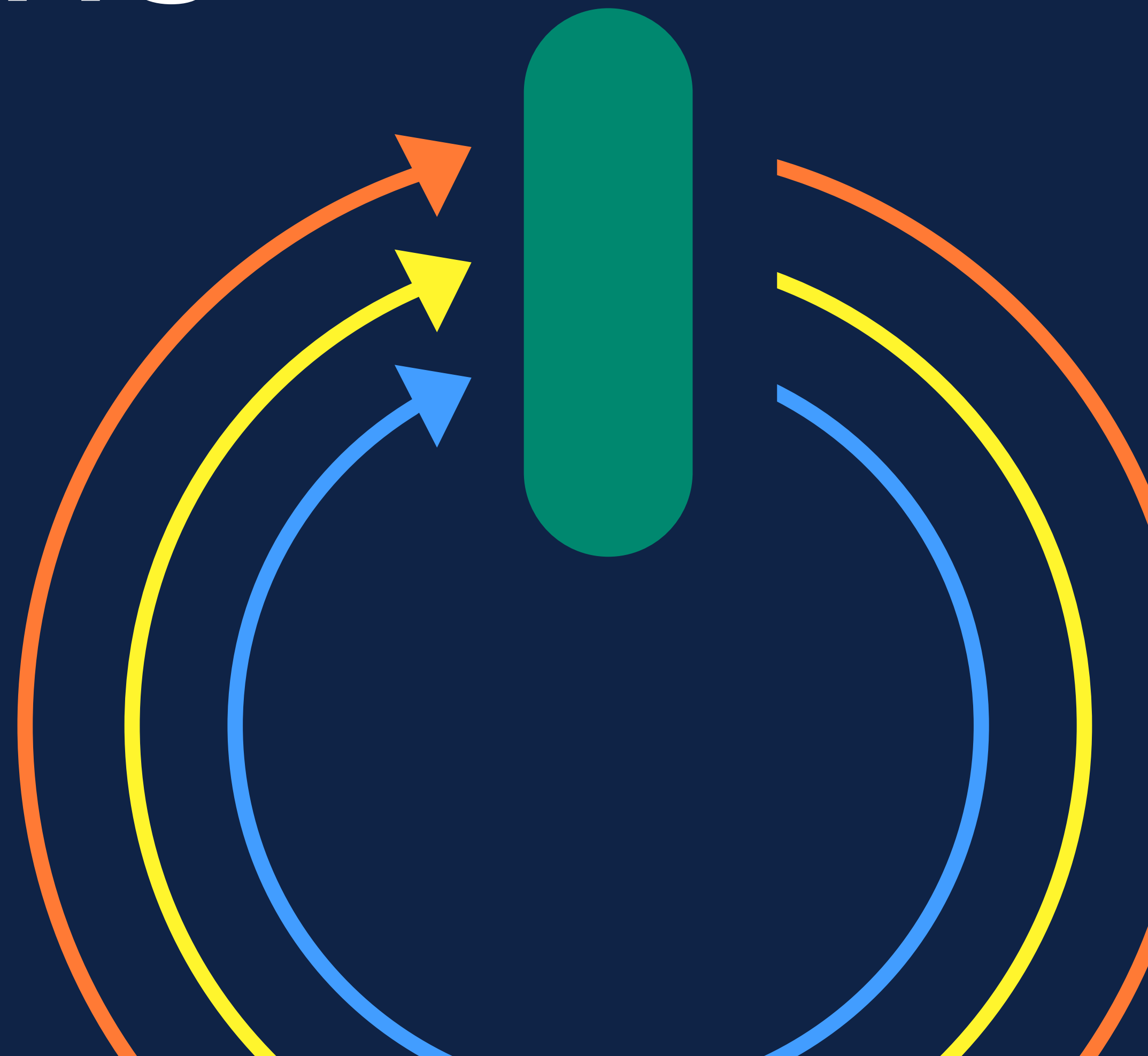


# OptiRun Service Solutions

FullCare service ensures quality and timely research





# Maximize the uptime, performance and investment of your ÄKTA system with FullCare

Keeping your equipment in optimal condition is the best way to mitigate disruption to critical research operations. With a comprehensive service offering your lab can meet aggressive research deadlines, ensure the accuracy and consistency of results, and protect against downtime that costs your organization time, money and resources.

FullCare, an extensive service agreement from Cytiva, supports your research goals by ensuring the uptime of equipment that is essential to daily research.

## Expert service solutions enable your outcomes:



### Scientific

Consistently produce quality results



### Operational

Meet aggressive research deadlines



### Financial

Maximize return on service investment





# Prevention is the best cure

Service is no longer just about fixing issues, it is about preventing them from disrupting your lab's operations. A FullCare service agreement includes preventive maintenance visits that ensure optimal performance from your ÄKTA™ system. Our proprietary diagnostic software, Griffin™, enables an in-depth assessment of more than fifty equipment components that may degrade with normal use. Engineers can inspect and replace any failed component that could potentially cause downtime or impact the quality of your results.

On an ÄKTA, our engineers use this software to interrogate and reset components. For example, this includes conductivity monitors and UV monitors, which are critical to your results. This level of service is simply unmet with third-party service providers.

Preventive maintenance reduces the likelihood of unexpected breakdowns. It maintains quality while protecting your schedule. It keeps your equipment properly tuned and includes service reports upon completion. FullCare provides valuable peace of mind that your researchers can rely on your equipment day in and day out, regardless of utilization levels. This becomes increasingly important as your ÄKTA ages.





# Receive priority response when it matters most

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 equipment or application issues. If needed, a Cytiva-qualified engineer will be dispatched to your lab as fast as possible. FullCare eliminates the hassle of raising purchase orders at every call-out as there are no additional costs associated with service events — labor, travel and parts are all included.

**FullCare is the only service agreement from Cytiva that combines:**

- ✓ **annual preventive maintenance**
- ✓ **priority response from our engineering and scientific teams for any equipment malfunction or application issues**
- ✓ **unlimited repairs as required**

# Trained and experienced engineers impact service

An underlying value of a FullCare service agreement is that it ensures your equipment is exclusively serviced by a Cytiva-qualified engineer. These experts have years of rigorous training and access to our unique 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 ÄKTA.





# Comprehensive coverage prevents unbudgeted expenses

Avoid surprise maintenance expenses with a service agreement that covers all possible scenarios including unplanned service events, replacement parts, and annual preventive maintenance visits. Invest in a FullCare service agreement for consistent and predictable total cost of ownership, regardless of what maintenance issues may arise.



**More than 90% first time fix rate**

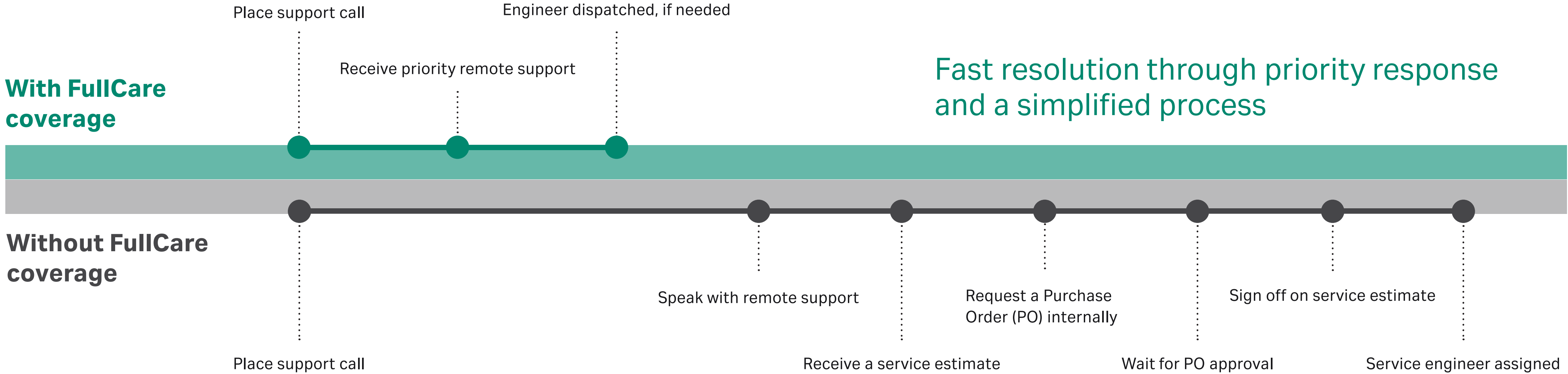


**50% of repairs fixed in under 1.5 days**



**20% of issues managed remotely**

# FullCare expedites equipment repair to minimize impact on research operations



**cytiva.com/service**

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CY16853-11Dec20-BR

