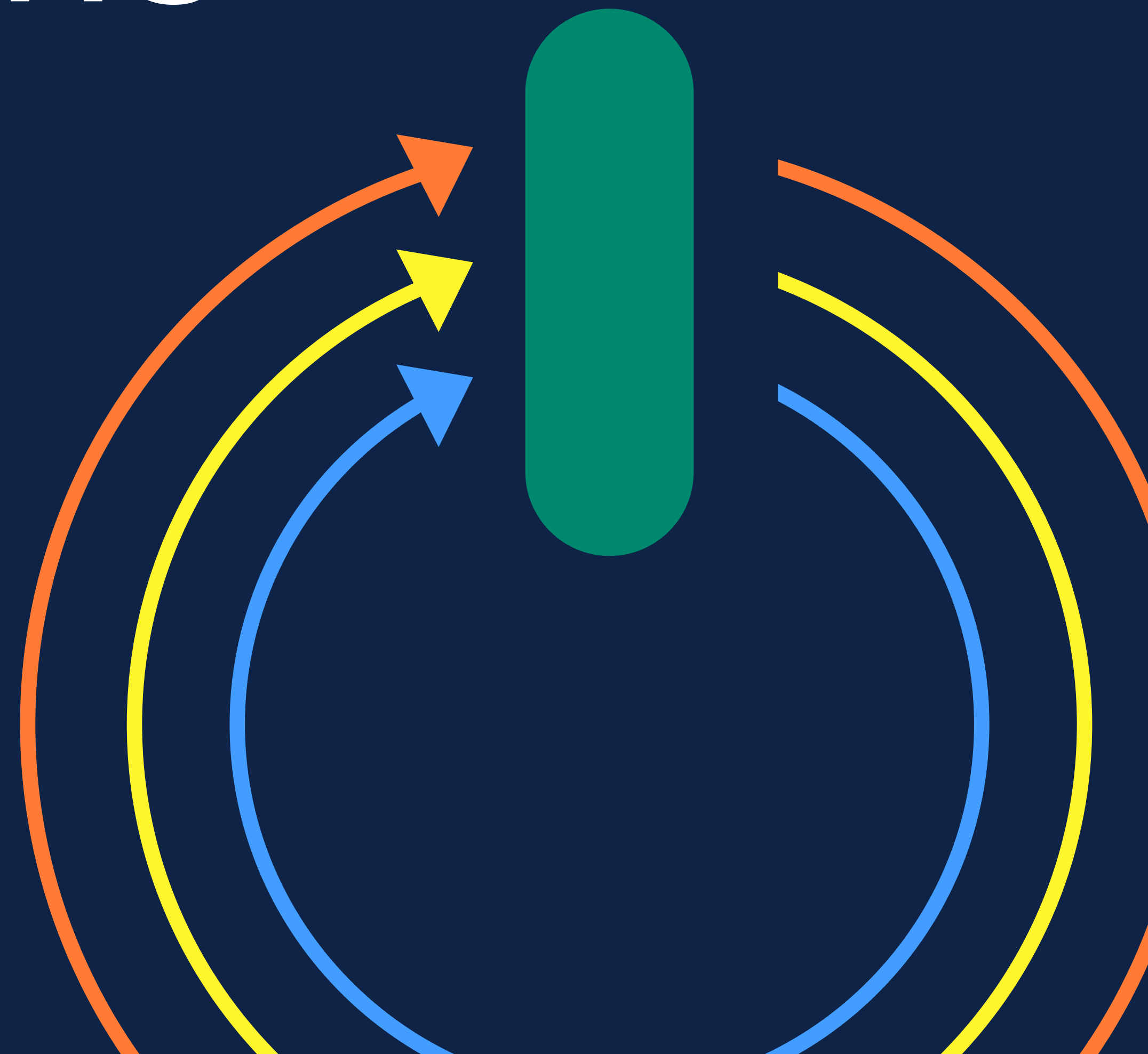


OptiRun

Service Solutions

Extended Warranty coverage for your
ÄKTA chromatography system

Protect your investment, research, and equipment



For us, the moment of sale is a beginning, not an end

You are about to invest in new equipment that will be needed to reliably and consistently support your research efforts for years to come. Along the way, you might encounter service events such as the need for maintenance, application support, and repairs. 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.

Extended Warranty coverage, an extensive service agreement from Cytiva supports your research goals by ensuring the long-term uptime, performance, and quality of equipment that is essential to daily research.

When you invest in an Extended Warranty agreement at the point of sale, you lock in your service costs, ensuring budget predictability for as long as five years.

Extended Warranty coverage keeps your equipment in optimal condition by combining:

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

Flexible options for coverage length and PM visits:



Length

24 months
36 months
60 months



PMs included

0 or 1
1 or 2
2 or 4

Extended Warranty coverage helps your lab meet its goals



cytiva

ÄKTA avant



Maximize return on service investment

Ensures total budget predictability for as long as five years no matter what maintenance issues arise.



Secures an appropriate rate for PM visits, service, and replacement parts with Cytiva service expertise.



Consistently produce quality results

Keeps your ÄKTA™ system properly tuned to ensure the accuracy of results.



Includes priority access to Cytiva scientific experts for advice on setup, application and troubleshooting.



Meet aggressive research deadlines

Incorporates planned preventive maintenance to proactively test and replace parts before they can cause a breakdown.



Provides priority response from skilled Cytiva service engineers to minimize operational impact of malfunctions.

Prevention is the best cure

A common misconception about an extended warranty is that it merely offers protection from manufacturing defects. In reality, it is much more. Issues with your ÄKTA system can arise for a variety of reasons including environmental factors, utilization, or cleaning practices. Extended Warranty coverage is a valuable tool for preventing these issues from escalating to the point of disrupting your lab's operations. This coverage can include PM visits that ensure optimal performance from your ÄKTA system. Our proprietary diagnostic software, Griffin, enables an in-depth assessment of more than 50 equipment components that may degrade with normal use. Using this software, engineers can inspect and replace any parts that could cause downtime or impact the quality of your results. This level of support is simply unmet with third-party service providers.

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



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

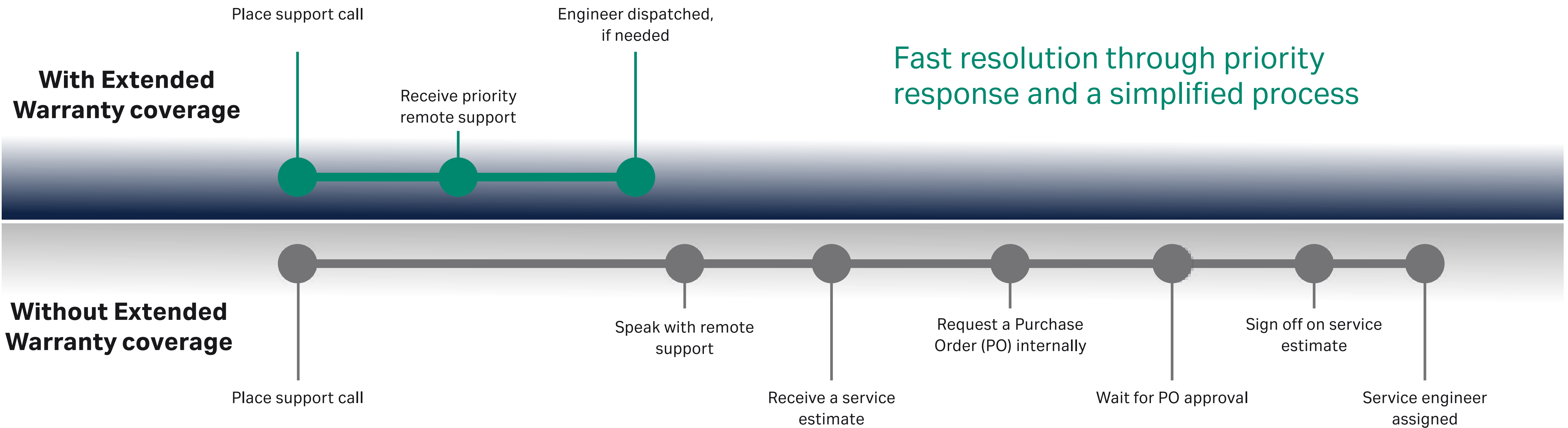


**50% of repairs
fixed in under
1.5 days**



**20% of issues
managed remotely**

Receive priority response when it matters most



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