

FullCare service ensures quality and timely research

OptiRun service solutions



Maximize the uptime, performance, and investment of your imager 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, supports your research goals by ensuring the uptime of equipment that is essential to daily research.

Expert service solutions enable your outcomes:



SCIENTIFIC

Produce quality results consistently



OPERATIONAL

Meet aggressive research deadlines



FINANCIAL

Maximize return on service investment

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 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.

Trained and experienced engineers impact service

An underlying value of a FullCare service agreement is that it ensures your equipment is exclusively serviced by our 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 imager.

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 optional 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.

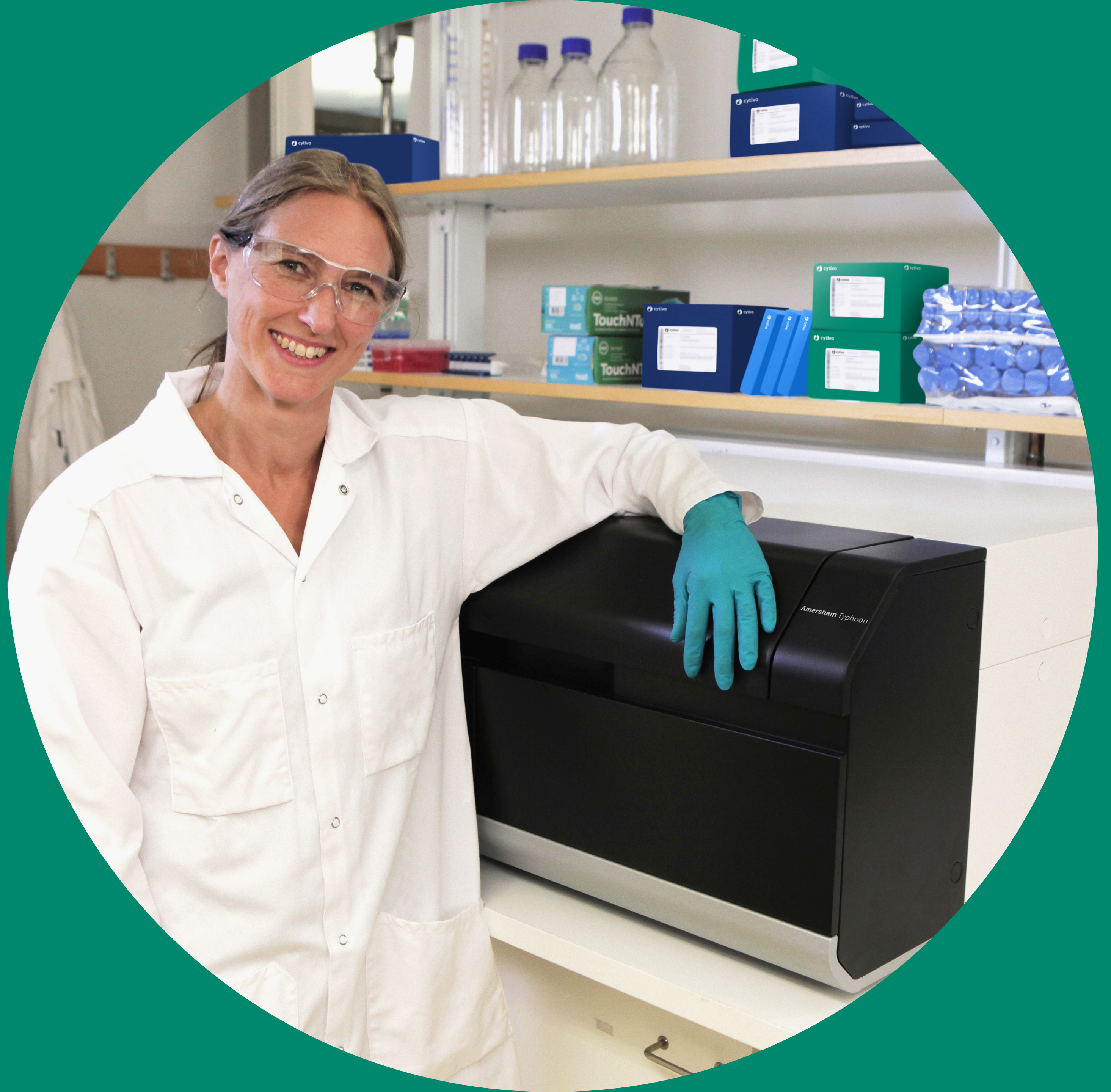
Verify performance via preventive maintenance

Including a preventive maintenance visit with your FullCare agreement is a way to confirm optimal performance from your Imager system on a regular basis.

Our proprietary diagnostic software and calibration plates enable an in-depth assessment of system performance (for example, to assure the uniformity of the image).

This level of service is simply unmet with third-party service providers.

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 imager ages.

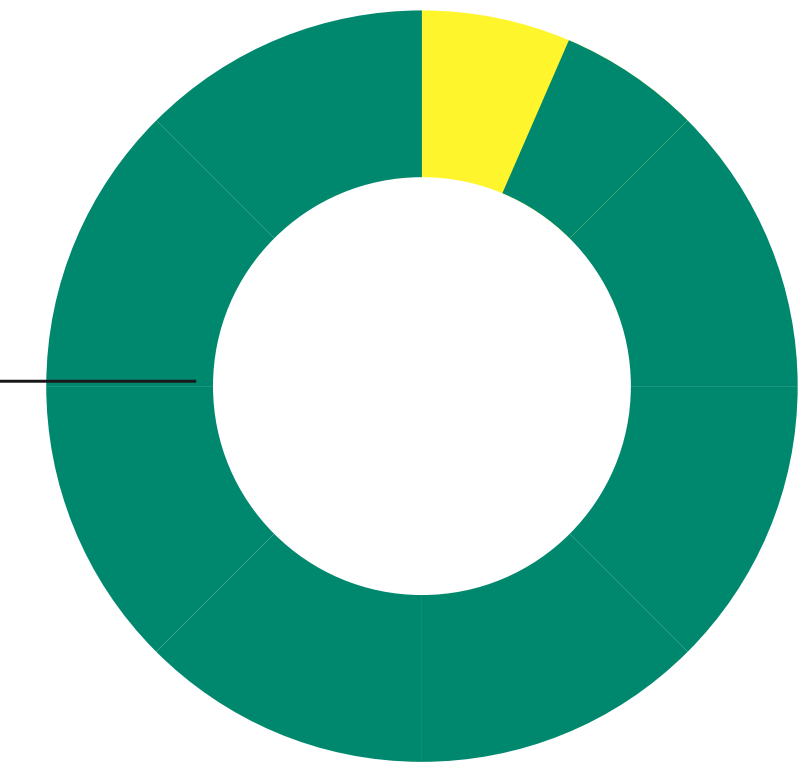


FullCare coverage provides peace of mind that your imager will operate reliability for years to come.

- ✓ priority response from our engineering and scientific teams for any equipment malfunction or application issues
- ✓ unlimited repairs as required with our qualified service engineers
- ✓ access to our quality parts
- ✓ annual preventive maintenance (optional)

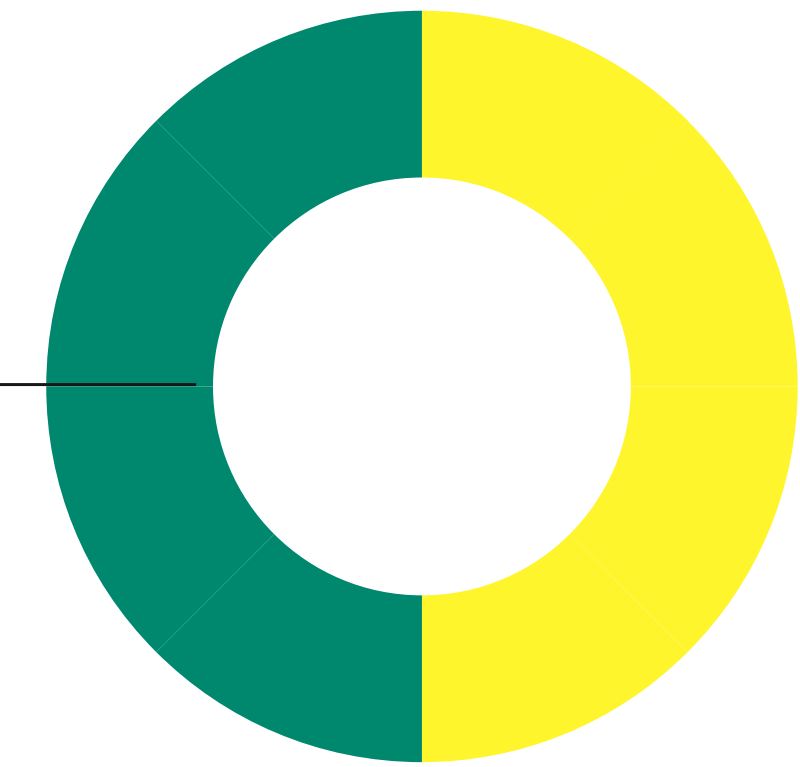
90%

More than 90% first time fix rate



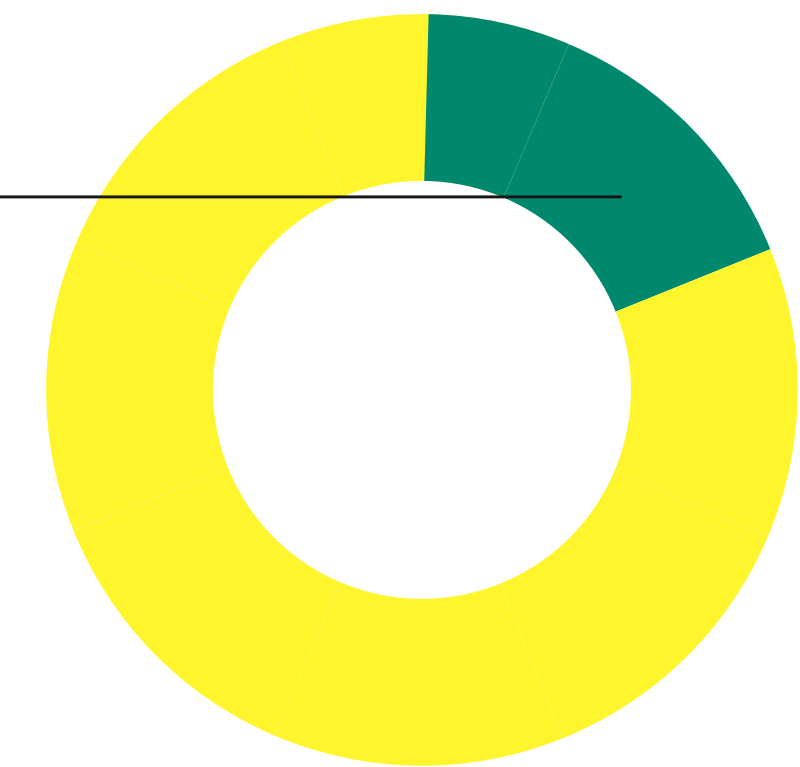
50%

Repairs fixed in under 1.5 days



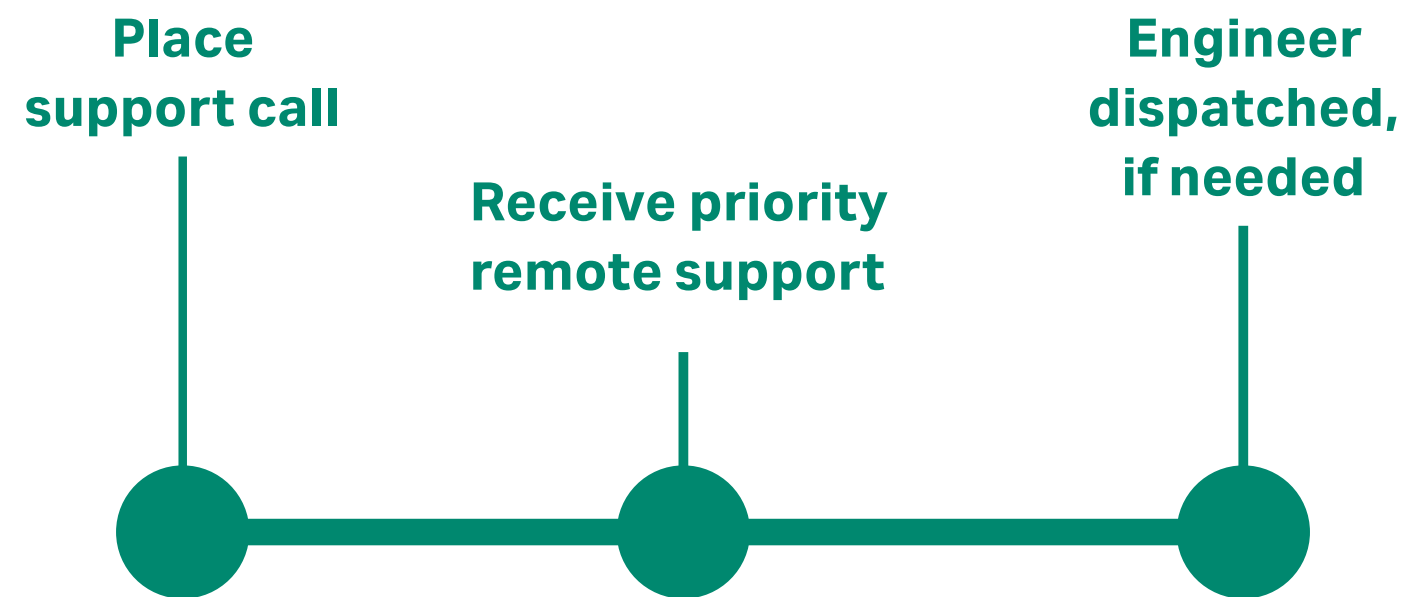
20%

Issues managed remotely



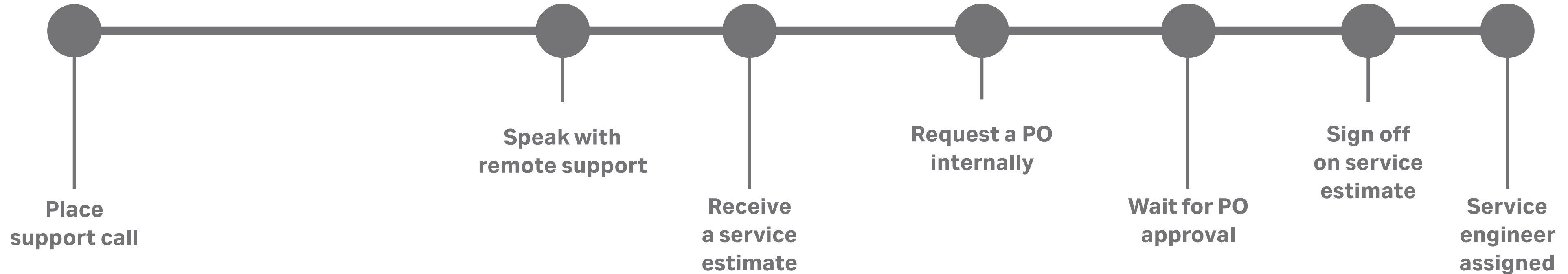
FullCare expedites equipment repair to minimize impact on research operations

with FullCare coverage



Fast resolution through priority response and a simplified process

without FullCare coverage



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