

Preventive maintenance

Ensure optimal performance of your VIA Thaw™ automated dry thawer

Preventive maintenance (PM) reduces the risk of unexpected breakdowns, helps keep your schedule on track, and ensures your equipment remains properly calibrated. PM is built into our equipment design process for long-term reliability and backed by extensive global experience. Our certified service engineers are trained to deliver expert PM tailored to your system. On completion, we provide detailed service reports for full traceability.

Comprehensive system assessment

During PM, our qualified engineers perform comprehensive tests and verifications to ensure your VIA Thaw™ automated dry thawer meets original factory specifications. They replace any necessary components using quality parts from Cytiva. These procedures are based on protocols optimized during system design and reflect the same functional and quality checks applied during assembly and pre-delivery validation.

Tests and inspections

Inspection tests of the outside case, lid condition and function, thawing tray, internal heating areas and keys, as well as IR sensor functionality, user interface, and profile creation and execution.

Inspections of the thawing tray, corner springs, key springs, and IR sensors, with replacements made as needed.

Software protocol upgrades.

Realignment of mechanical parts.

Calibration verification.

Verify chronicle connectivity and operational status if installed.

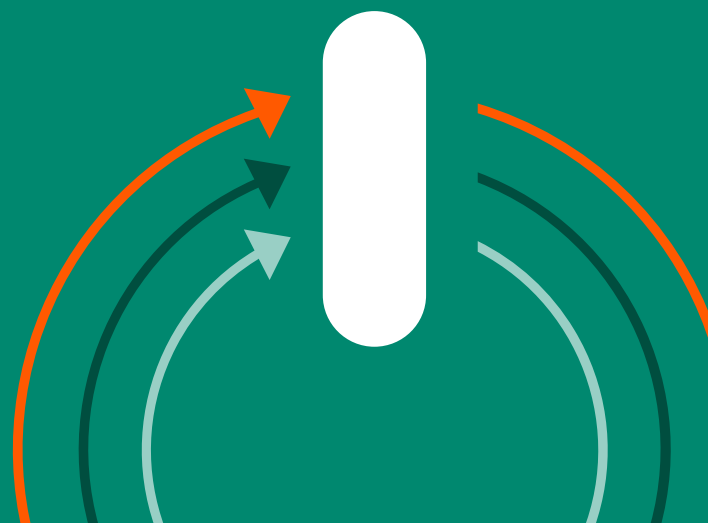


Fig 1. VIA Thaw L1000 instrument.

Documentation

We provide a standardized set of documentation and test results after each service or repair. This ensures full traceability, saves time, reduces costs, and supports compliance in regulated environments. Our service engineers document every PM visit and issue a service report upon completion.

Frequency

We typically recommend one PM visit per year, and may recommend additional visits if:

- Your instrument usage is high.
- The VIA Thaw dry automated thawer is part of a critical workflow.

Each situation is unique, and our service team can recommend the best frequency for your needs.

What we do and why it matters

| Main components | Outcomes |
|-------------------------------------|--|
| Documentation | Traceability and compliance through visit records |
| Predictive & preventive maintenance | Potential issues detected before they affect uptime, maximized productivity |
| Calibration and OEM standards | Equipment kept at factory specifications, latest factory developments which ensured quality of results |

An integral part of our service plans

To maintain consistent system performance of your VIA Thaw automated dry thawer, PM is included in all our service agreements.



**Extended
life cycle**



**Service
traceability**



**Maximized
productivity**

Learn more about how our service agreements can support your operations at cytiva.com/equipment-services

cytiva.com

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