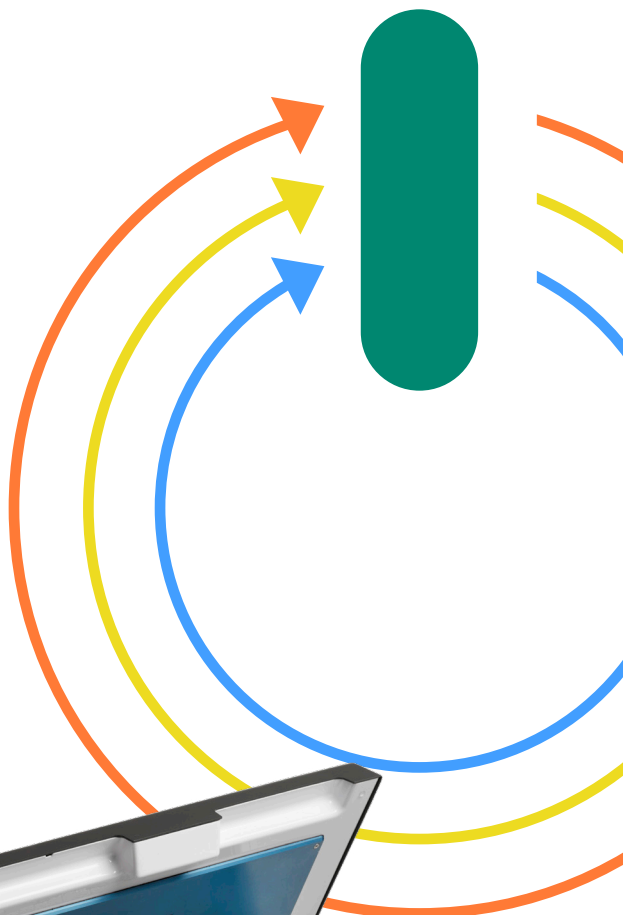


OptiRun Service Solutions

Optimize your VIA Thaw™ dry
automated thawers performance
with preventive maintenance (PM)



**OptiRun™
LifeCycle**



**Service
traceability**



**Maximized
productivity**

Keeping equipment in prime condition is essential to ensuring performance, productivity, and compliance.

Preventive maintenance protects product quality and your schedule. For your safety, Cytiva only certifies trained service engineers equipped with specialized tools and personal protection equipment to perform PM on your VIA Thaw dry automated thawer. With PM from Cytiva, you benefit from our global experience maintaining thousands of VIA Thaw systems.

Outcomes you can expect from a PM:

- Extend the life of your VIA Thaw dry automated thawer
- Enable traceability and compliance with visit records
- Detect issues early
- Restore your equipment to factory specifications
- Get the latest factory developments
- Ensure safe sample processing



Cytiva is your partner for PM solutions

Servicing bioproduction equipment requires a deep understanding of the design, process, and science behind it. Our engineers and scientists work together to provide a comprehensive solution to your needs.

Comprehensive testing and inspections

During PM, our trained service engineers run tests and verifications to identify and make necessary replacements and ensure your equipment performance meets our factory standards. We designed and optimized these tests throughout product development. They reflect functional tests performed during equipment manufacture and before delivery to your site. If your system is not covered by a service agreement, any parts replaced will incur additional charges.

Documentation

Our service engineers document each PM visit and provide you with a service report upon completion. Documenting PM visits supports the validation lifecycle process.

PM schedule

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.

PM, an integral part of our service agreements

To ensure the continued performance of your system, we build PM into all our service agreements.



Testing and inspection

During the PM visit, our service engineers perform a comprehensive set of tests and inspections. These typically include:

- 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

Service agreements ensure:

- Confidence in the accuracy of your results from regularly scheduled service
- Predictable ownership costs – with rates guaranteed throughout the agreement
- Minimal disruption with priority response from our trained service engineers

For more information, visit cytivalifesciences.com/optirunservice or to schedule preventive maintenance, visit cytivalifesciences.com/optirunpreventive.

cytiva.com

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