

Preventive maintenance

Ensure optimal performance of your VIA Freeze™ controlled rate freezer

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 Freeze™ controlled rate freezer 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, cold chamber, internal heating areas, and keys, as well as thermocouple functionality, user interface, and protocol execution

Software protocol upgrades

Calibration verification

Inspections of the thermal gap pads, battery, key springs, thermocoupler, fasteners, and insulation, with replacements made as needed

Realignment of mechanical parts

Verify chronicle connectivity and operational status if installed

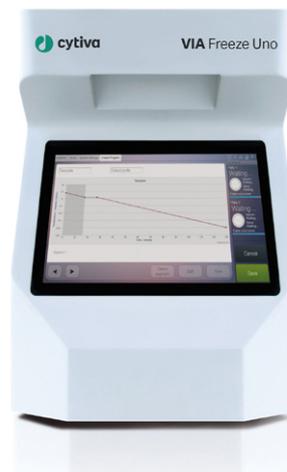


Fig 1. VIA Freeze Uno liquid nitrogen-free controlled rate freezer.

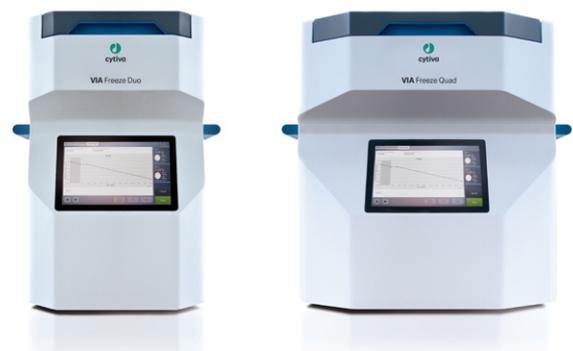


Fig 2. VIA Freeze Duo and VIA Freeze Quad.

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 Freeze controlled rate freezer 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	Enable traceability and compliance with visit records
Predictive and preventive maintenance	Early issue detection to protect uptime
Calibration and OEM standards	Restore your equipment to factory specifications
Technology updates and quality assurance	Get the latest factory developments and ensure safe sample processing

An integral part of our service plans

To maintain consistent system performance of your VIA Freeze controlled rate freezer, 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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