

OptiRun Service Solutions

Optimize Sepax™ cell processing system performance with preventive maintenance (PM)



**OptiRun™
LifeCycle**



**Service
traceability**



**Maximized
productivity**

Safe and accurate preparation of your cells is critical to your business and your patients. Maintaining equipment in prime condition is essential to achieving your objectives in performance, productivity, and compliance.

PM maintains quality and protects your schedule. For safety reasons, only trained Cytiva service engineers equipped with specialized tools and personal protection equipment are certified to perform PM on your Sepax cell processing system. With Cytiva, you benefit from our global experience maintaining thousands of Sepax systems.

Outcomes you can expect from PM:

- Extend the life of your Sepax cell processing system
- Enable traceability and compliance with visit records
- Detect potential issues before they cause failures
- Restore your equipment to factory specifications
- Get the latest factory developments
- Ensure safe sample processing



Cytiva is your partner for PM solutions

Servicing complex bioprocess equipment requires a deep understanding of the design, process, and the science behind it. Our engineers and scientists work together to provide a complete solution to complex customer needs. Cytiva service engineers are trained and certified to perform a PM on Sepax cell processing systems.



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. During the PM visit numerous tests and inspection points are performed and necessary parts are replaced. If your system is not covered by a service agreement, any replacement parts that are required will incur additional charges

Documentation

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

PM schedule

Our standard recommended PM frequency is one PM visit per year. We might advise additional PM visits if:

- Your instrument usage is high
- The Sepax cell process system is part of a critical workflow.

As each usage situation is unique, our service team can advise on the optimal PM frequency to suit 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, Cytiva service engineers perform a comprehensive set of tests and inspections. These typically include adjustment and calibration of:

- Inspection tests to ensure optimal performance, including: centrifuge alignment and function, splash detector and temperature sensors, chamber air pressure and volume sensors, electrical system, user interface testing, protocol execution
- Inspection and replacement of necessary parts; missing or damaged items, parts that correct failed test results, and failed mechanical items such as fans and motors
- Software protocol upgrades
- Adjustment of mechanical parts to ensure proper alignment
- Calibration verification and certificate
- Verify Chronicle connectivity and operational status if installed

Service agreements provide you with:

- Confidence in the accuracy of your results through regular PM visits
- Predictable ownership costs – rates are guaranteed for the duration of 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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