Preventive maintenance

Ensure optimal performance of your Sepax™ cell processing system

Safe and accurate cell preparation is critical to both your operations and patient outcomes. Maintaining your Sepax™ cell processing system in optimal condition is essential for achieving consistent performance, maximizing productivity, and ensuring regulatory compliance.

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 Sepax cell processing system 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.

Fig 1. Sepax cell processing system.

Tests and inspections

Centrifuge alignment and function

Splash detector and temperature sensors

Chamber air pressure and volume sensors

Electrical system, user interface testing, protocol execution

Software protocol upgrades

Adjustment of mechanical parts to ensure proper alignment

Calibration verification and certificate

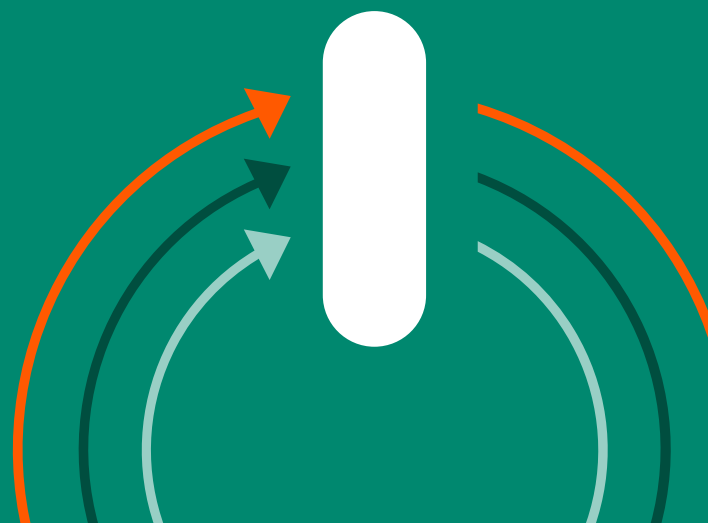Verification of Chronicle™ automation software connectivity and operational status, if installed

Parts replaced

Inspection and replacement of necessary parts: missing or damaged items, parts that did not meet testing standards, and failed mechanical items such as fans and motors.

Note: Parts replaced during preventive maintenance may vary from model to model. If your system is not covered by a Cytiva service agreement, any part replaced other than a wear part will incur additional charges.

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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

Our standard recommendation 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.

What we do and why it matters

Main components	Outcomes
Functional testing, inspections, and calibration	Ensures reliable accuracy of testing data and system functionality.
Wear-and-tear replacement	Minimizes unexpected failure risk. Extends the life of your equipment.
As-found/as-left testing	Ensures evidence equipment runs according to specifications.
Documentation	Signed service report after completion.

An integral part of our service plans

To maintain consistent system performance of your Sepax cell processing system, 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

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