

# Equipment service solutions from Cytiva

From installation to end of life, we'll help keep your equipment compliant and functioning full time, so you stay on schedule.

## Bespoke support with flexible care plans

Our range of flexible service plans is designed to help you predict costs. You get faster response and resolution times, planned maintenance, and priority access. Our extensive, global network of certified field service engineers bring 1600 hours of training and an average of 10 years of experience on equipment to their work. Our teams can solve all faults from software updates to replacing parts because the equipment originated from us.



## Reduced stress with spare parts inventory

We engineer our spare parts for reliability and long-term performance. We build them with compliance and transparency, and supply them with material certificates. We have designed them to integrate seamlessly with our equipment to protect your workflows.

Our data-driven advisory service ensures you have the right parts when you need them—based on your manufacturing process criticality, frequency of equipment use, component criticality, type of wear, and other variables.



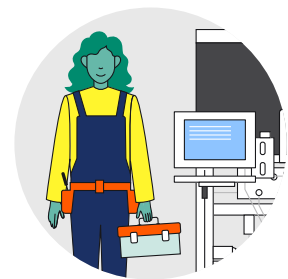
## Easy compliance with qualification services

Secure your GMP manufacturing journey with our qualification services, providing dependable IQ/OQ protocols for compliance with regulatory standards. When your equipment is repaired, relocated, upgraded, or modified, we can help you keep it in a qualified state with requalification and change control procedure services for ongoing peace of mind. We provide digital binders for easy reference and sustainability.



## Maximize uptime with preventive maintenance

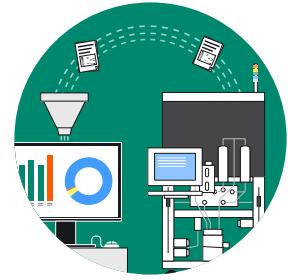
Our qualified engineers test, verify, and maintain your equipment to factory specifications, using quality Cytiva parts for any components that need replacing.



## Powerful, predictive digital solutions

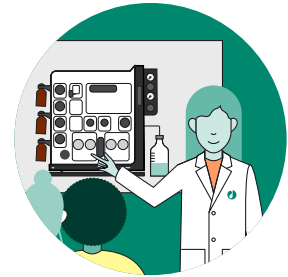
Whether you're troubleshooting an instrument, resolving a software issue or managing your equipment portfolio we've got you covered with our OptiRun™ Connect remote monitoring platform, OptiRun Assist screen sharing tool and OptiRun View augmented reality solution. My Equipment online platform allows you to raise service requests, view your service contracts, and access your equipment history for one instrument or sitewide.

Our engineers fix 45% faults remotely, without needing to visit your site. If you do need on-site intervention, it'll be more efficient thanks to our prior online support and pre-diagnosis.

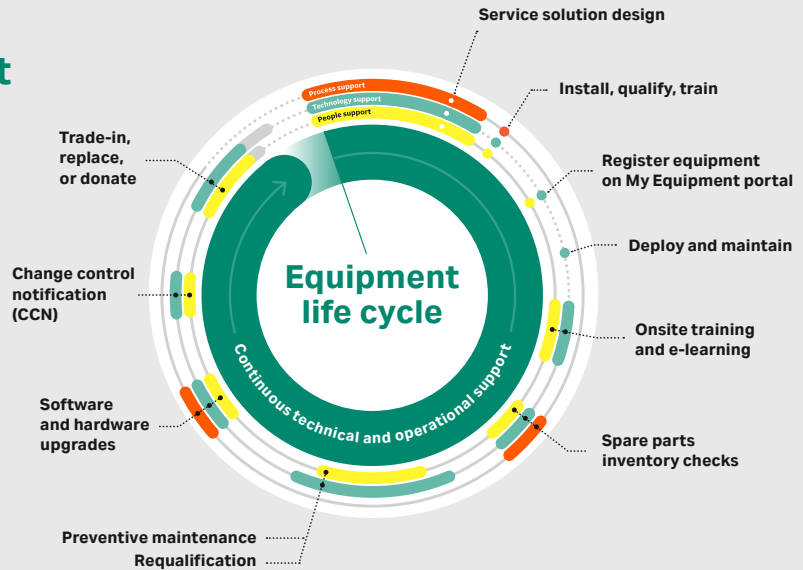


## Keep knowledge up to date with training and e-learning

We deliver maintenance and operator training from the original equipment manufacturer, either onsite or at our training centres, to equip your team to keep equipment running effectively.



## Find out how we can support your equipment through its life cycle



Find out more



[cytiva.com/equipment-services](https://cytiva.com/equipment-services)

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