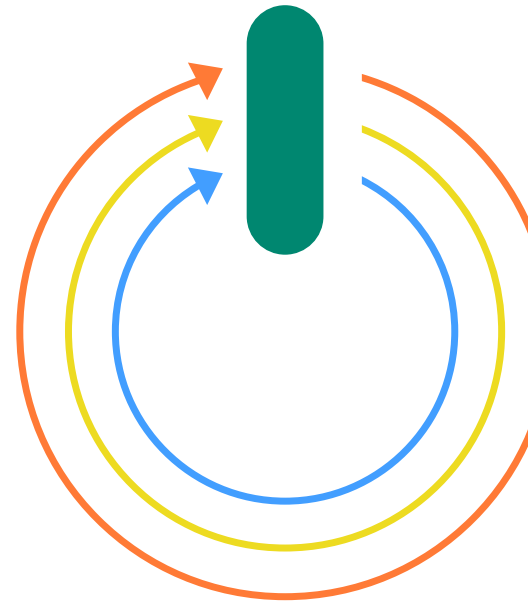


OptiRun

Service Solutions

Extended Warranty coverage
for your Biacore™ system



Protect the quality of your research from day 1 through expert equipment service

You are about to invest in a Biacore system – equipment that performs complex and sensitive functions and has components that wear with normal use. It is critical to keep your Biacore maintained and serviced to ensure it reliably supports your research efforts for years to come. This will protect the accuracy and consistency of your results and prevent unplanned downtime that can cost your organization time, money, and resources.

OptiRun Extended Warranty provides comprehensive coverage that proactively optimizes uptime and daily performance for your Biacore's LifeCycle.

Extended Warranty coverage keeps your equipment in optimal condition by combining:

- Planned preventive maintenance (PM) including one carried out during the Factory warranty period
- Priority response from our engineering and scientific teams for malfunction or application issues
- Unlimited repairs as required

Maximize your investment

Ensures total budget predictability for as long as five years no matter what maintenance issues arise



Secure the lowest possible rates for PM, expert service and replacement parts

Consistently produce quality results

Keeps your Biacore system properly tuned to ensure the accuracy of results



Priority access to Cytiva experts for advice on setup, applications, and troubleshooting

Meet aggressive research deadlines

Preventative maintenance proactively tests and replaces parts before they can cause a breakdown



Priority response from skilled Cytiva experts minimizes operational impact of malfunctions

Now is the time to plan for your success

Investing in an Extended Warranty agreement when you purchase your Biacore locks you in to the lowest possible price for expert service for up to five years.

Flexible options for coverage length and PM visits:

Length	PMs included
24 months	2 or 3
36 months	3 or 5
60 months	5 or 9

The length includes the 12 months Factory Warranty

Most Biacore customers choose 2 planned preventive maintenance visits per year to address:

- Usage intensity
- Use of organic solvents
- Multi-user environments
- Extreme reliance on results

Why is Preventive Maintenance so important?

Your Biacore data is used to make important decisions to move your program forward. Consequently, keeping high-performance parts in great condition is critical. Components such as the integrated fluidic cartridge (IFC) and an optical interface are susceptible to wear with normal use. They are replaced at every preventative maintenance (PM) visit to avoid downtime or any adverse impact on results. The standard protocol for Biacore PM visits includes more than 60 comprehensive tests, inspections, and measurements to ensure the optimal performance of your system.



More than 90%
first-time fix rate



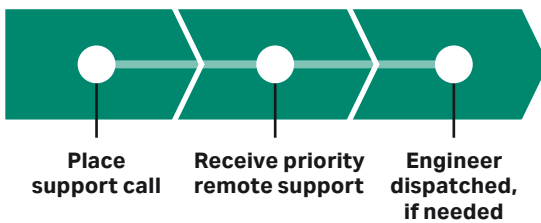
24/7 phone support



20% of issues
managed remotely

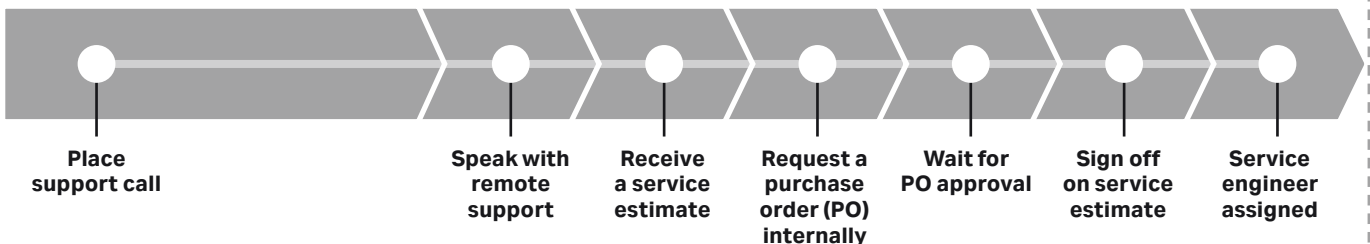
After factory warranty ends, take advantage of the quickest service support

With Extended Warranty coverage



Fast resolution through
priority response and
a simplified process

Without a contract coverage



For more information, visit cytivalifesciences.com/optirunservice

cytiva.com

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