

# OptiRun service solutions for Xcellerex systems





# Protect your Xcellerex XDR bioreactors and Xcellerex APS systems

Keeping your equipment in prime condition is essential to maintaining performance, productivity, and compliance.

Whether you own an Xcellerex™ or Xcellerex APS, planned maintenance will extend the life of your system while maximizing productivity and ensuring compliance.

## Only available at time of purchase: OptiCare extended warranty

Purchased with your Xcellerex or Xcellerex APS system, an OptiCare extended warranty provides either 12 or 24 months of full coverage service including all parts, travel, and labor, plus one preventive maintenance (PM) visit during the second year. There are no costs to you in the event of an unexpected issue.

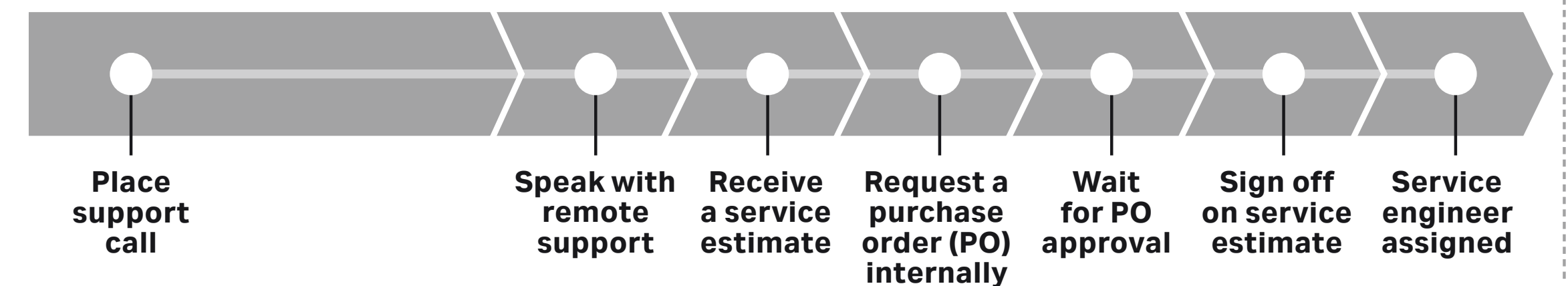


## After factory warranty ends, take advantage of the quickest service support

### With Extended Warranty coverage



### Without a contract coverage



# How long do you plan to use your Xcellerex system?

We created OptiRun™ service solutions to help your organization reach its operational and financial goals. We offer customizable service agreements to fit your unique needs. Planning for service now will help you get the most from your new Xcellerex system.

## Service plans for every situation

We understand the importance of flexibility and offer a range of service plans to keep your Xcellerex systems at peak performance.

	BUILT AROUND YOUR ASSET					BUILT AROUND YOUR SITE	
	Factory warranty	OptiCare extended warranty	FullCare	ExtendedCare	EssentialCare	SiteCare	FlexFactory™ Care
<b>Labor and travel</b>	●	●	●	●		FLEXHours <sup>(1)</sup>	FLEXHours <sup>(1)</sup>
<b>Repair parts</b> (does not cover consumables)	●	●	●	●		Add-on	Add-on
<b>Response time</b>	5+ days	3-5 days <sup>(2)</sup>	3-5 days <sup>(2)</sup>	3-5 days <sup>(2)</sup>	5-8 days <sup>(2)</sup>	24 hrs / 48 hrs <sup>(2)</sup>	24 hrs / 48 hrs <sup>(2)</sup>
<b>Duration</b> (months)	12	24	12	24	12	12	12
<b>Preventive maintenance (PM) visit</b>		1 in second year	1	1 <sup>(3)</sup>	1	FLEXHours <sup>(1)</sup>	FLEXHours <sup>(1)</sup>
<b>On-Line Center 24/7 Support</b> <sup>(4)</sup>							●
<b>Parts advisory service</b>		●	●	●	●	●	●
<b>Quarterly service reviews</b>						●	●
<b>Priority call back</b> <sup>(5)</sup>						1 hour	1 hour
<b>Priority support line</b>						●	●
<b>Automation support</b>							●
<b>Start-up support</b>							●

(1) Can be used for labor but not for parts.

(2) Accelerated response option available at an additional charge, may vary by region.

(3) Option available ExtendedCare Plus with 2 PM in 24 months.

(4) May vary by region.

(5) May vary by product type and region.



## **FullCare is the most comprehensive service plan Cytiva offers.**

### **Coverage includes:**

- All parts, travel, and labor costs
- One PM visit per year
- No additional service costs for the duration of the agreement, regardless of the type or extent of the problem

## **ExtendedCare is for low-usage bioreactor systems that typically run for less than 2,000 h per year and for mixers used for less than 200 h per year.**

### **The 24-month agreement includes:**

- All parts, travel, and labor costs
- One PM visit every two years

## **EssentialCare is a single annual planned PM visit.**

### **Coverage includes:**

- All PM parts, travel and labor costs
- Additional charges would apply to any parts and servicing not included in the planned maintenance schedule

## **SiteCare is designed for sites with multiple Cytiva systems and offers added flexibility.**

- Site-wide equipment support
- FLEXHours offer innovative access to OptiRun service and support
- Priority support lines and guaranteed response times ensure rapid response
- 24 or 48 h response time and on-site dedicated Cytiva service engineer options available

FlexHours eliminate time-consuming paperwork and approval. You can purchase them by the hour and apply them site-wide as needed for activities like:

- Emergency repairs
- Preventive maintenance
- Maintenance or technical training
- Hardware and software upgrades
- System health checks

## **Leverage our expertise.**

Nobody understands Xcellerex bioreactors and automated perfusion systems better than Cytiva — we have delivered service solutions to the bioprocess industry for over 50 years. Our qualified Cytiva service engineers are available to support you from installation to decommissioning. We test and verify that your system meets factory specifications using the latest technology, and replace any necessary components using quality OEM parts.

## **Save time, money, and stress.**

Choosing one of our service plans means you can focus on your bioproduction while we keep your systems up and running. We can help you choose the service agreement that provides the right coverage for your needs, and you'll gain access to a knowledge base of over 700 service professionals to provide support when you need it.

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