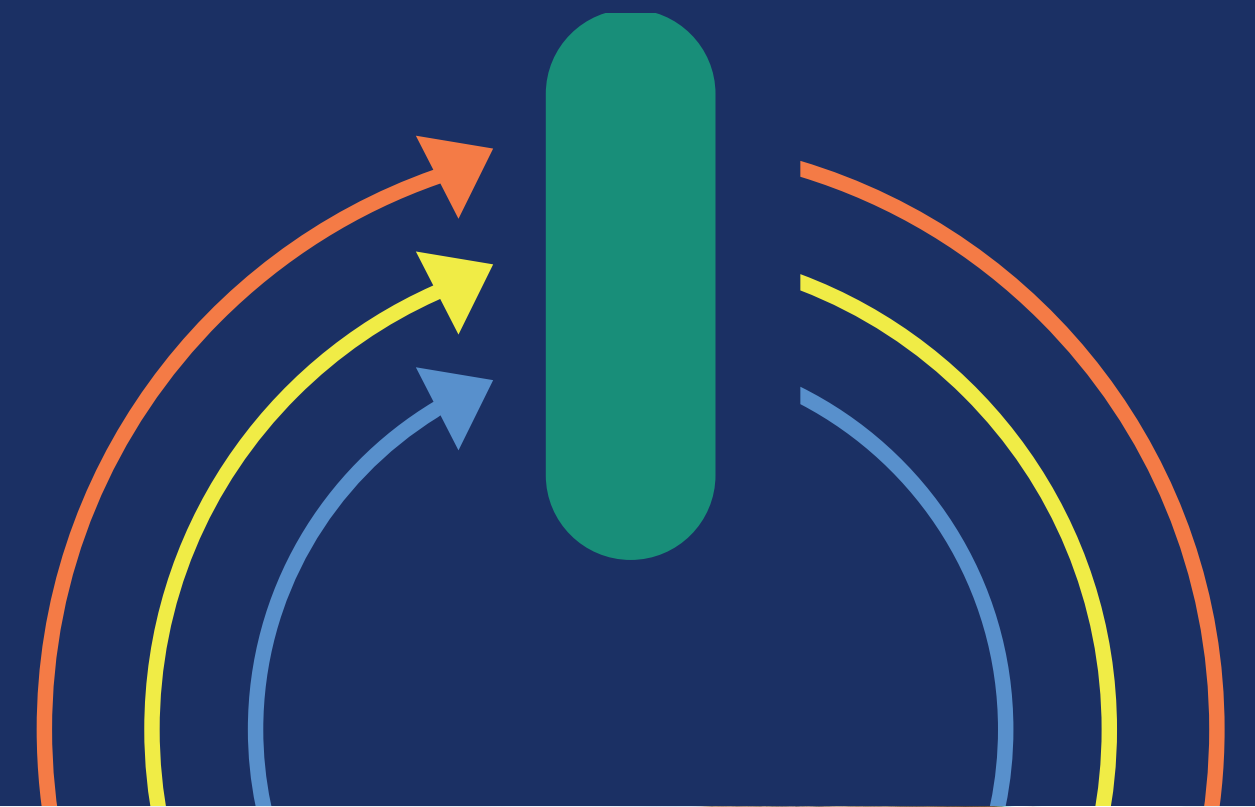


OptiRun™ Service solutions AcademiaCare



Optimize uptime, performance, and your investment in your AKTA chromatography system.

You're working toward important research and academic objectives, and you've invested in a high-performing, reliable instrument to help get you there. But keeping your instrument in good working order comes with challenges.

- A limited budget can prevent you from investing in a comprehensive service plan.
- Staff and student turnover increase the need for continuous training to maintain instrument performance, but your time is limited.

We designed AcademiaCare to address these challenges.

Receive one **preventive maintenance** (PM) visit for each covered system during the contracted period.

Enable remote troubleshooting and empower your staff to anticipate and solve issues with **our remote diagnostic and visualization tools**.

Help ensure current and future operators are confident users with our online **training resources**.

Minimize out-of-pocket costs in case an onsite engineer visit is required — **we cover the cost of spare parts** for the duration of the agreement.



Prevention is the best cure.

Service isn't just about fixing issues — it's about preventing them before they disrupt your lab's operations.

Preventive maintenance

PM helps maintain optimal performance of your ÄKTA™ system. Timely inspection and replacement of parts helps prevent downtime and reduce impacts on the quality of your results. Our proprietary diagnostic software enables an in-depth assessment of more than 50 components that can degrade with normal use.

User training

Routine upkeep is the cornerstone of your instrument's reliable performance. Our training empowers users to manage any routine tasks necessary for trouble-free operation.

We're here when you need us.

You'll be supported remotely by experienced professionals for any troubleshooting needs. If an on-site visit is necessary, you'll receive priority over non-contract customers.

Ongoing support

Our online courses help ensure your staff is confident and comfortable managing the day-to-day operation, upkeep, and occasional troubleshooting of your instrument.

Manageable cost

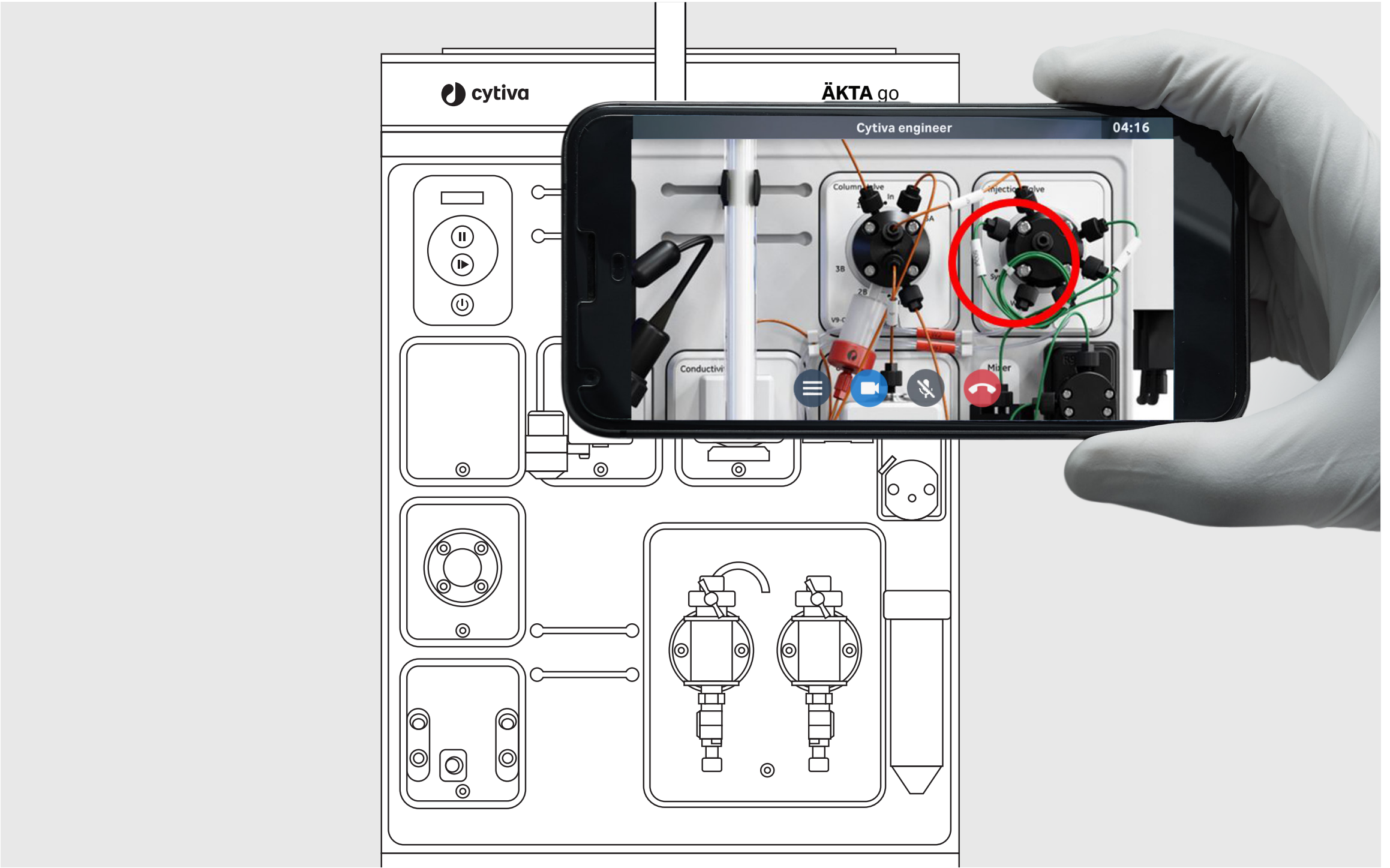
Your research deserves equipment support from experienced professionals, at a cost that makes sense. We provide AcademiaCare at half the price of a typical full-coverage agreement. AcademiaCare is a 24-month plan and is available at point of purchase or after purchase.

What's available to support my ÄKTA™ system?

Feature	Factory Warranty	AcademiaCare	Extended Warranty	FullCare	ExtendedCare	EssentialCare
Length (month)	12	24	24/36/60	12	24	12
PM	No	1	0/1/2/4	1	1	1
Remote supported repairs	Yes	Yes	Yes	Yes	Yes	No
Onsite repairs	Yes	No*	Yes	Yes	Yes	No
Spare parts	Yes	Yes	Yes	Yes	Yes	No

*In some regions discounts may apply.

OptiRun™ View provides a quick, easy and green virtual visit.



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