

Moving facilities? We can help.



OptiRun™ relocation support

Peace of mind when moving facilities

Moving to a new facility is more than just packing and shipping — it's making sure your work continues with minimal interruption. Your Cytiva service engineers can't pack the boxes or load the moving truck, but we can provide relocation support by preparing your equipment for the move and re-installing it in its new home — whether that's across the hall or across the globe.

What we do

Before the move: testing and de-installation

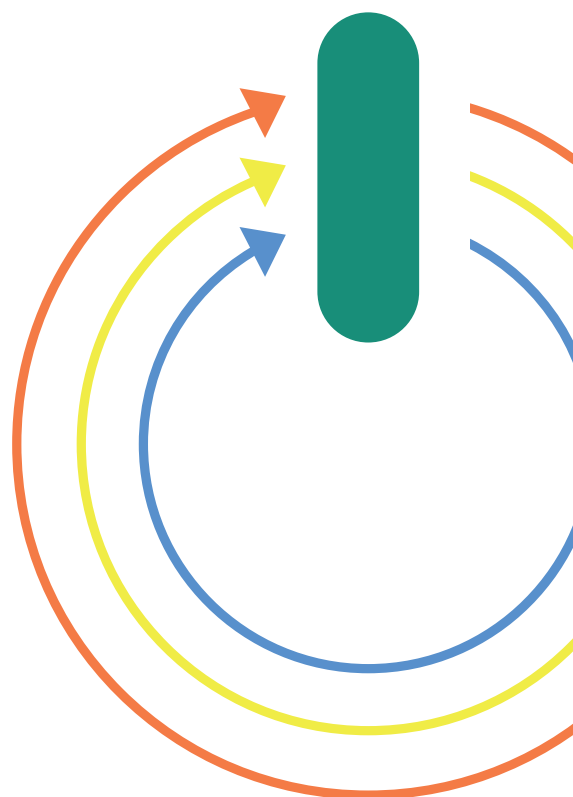
Our first step is to comprehensively test and document the condition and working order of each instrument. This establishes a baseline for quick comparison once the system is installed in its new location. After testing, our field engineers work with you to plan and perform de-installation procedures in a way that minimizes disruption to your research or operations.

After the move: installation and re-testing

Our field engineers re-test the operation of your equipment to compare to baseline, then we set it up according to factory standards.

Rigorous documentation

We keep detailed records of all tests and procedures for traceability. If your instruments are damaged during the move, or if we see deviation between pre- and post-move tests, these documents can help resolve any disputes or insurance claims.





Project costs and add-ons

We provide a custom quote for each project, including a comprehensive list of tasks we'll perform. We can also provide additional services as part of your relocation:

- **Project management:** For complex environments or projects involving several (or even dozens) of instruments, we can assign a project monitor to help your team manage the relocation project.
- **Preventive maintenance during re-installation:** Make the most of post-move downtime by adding preventive maintenance to your project.

Frequently asked questions

- **Q: Does Cytiva provide packaging?** A: No, but we can make recommendations!

- **Q: Does Cytiva remove consumable items such as chromatography columns?** A: We do not move or remove items from equipment.
- **Q: Is this an equipment moving service?** A: Relocation support is not an equipment moving service. We can prepare your systems to go offline and get them back online in your new facility, but we do not lift, move, or transport instruments.
- **Q: Is this support part of my service agreement?** A: Every move is different, so we quote each project separately based on your needs. Relocation support is not part of our equipment service agreements.
- **Q: What happens if I don't use this support service?** A: We may not be able to provide service for equipment moved without written consent from Cytiva. Please contact us before your move to discuss your options.

To learn more about our relocation support or to start a conversation about an upcoming project, visit [OptiRun™ Service Solutions online](#) or contact your local Cytiva representative.

cytiva.com

For local office contact information, visit [cytiva.com/contact](#)

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