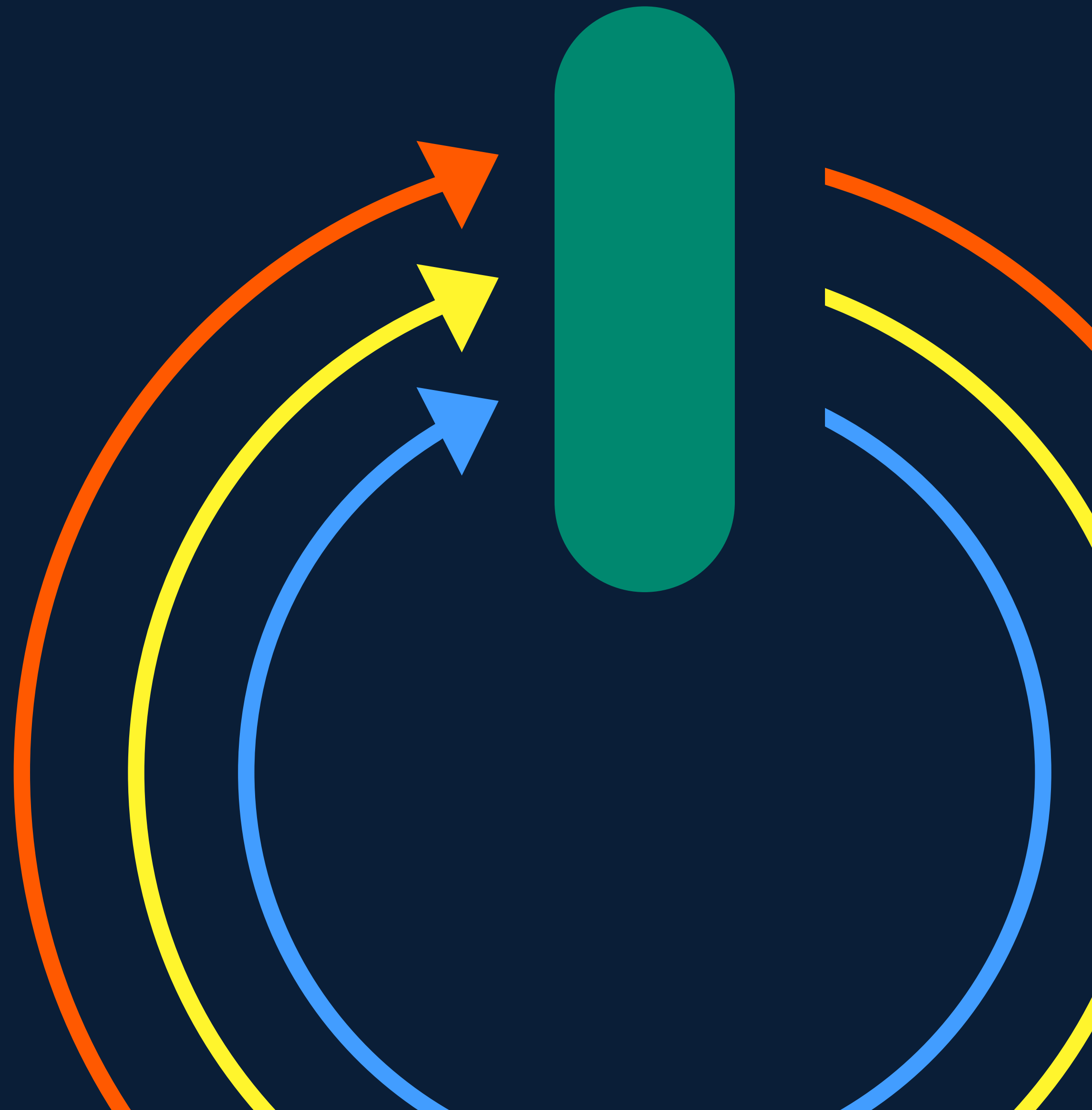


OptiRun service solutions

Service care plans



Service care plans customized for your desired outcomes

More than 50 years of service expertise to work for you

Cytiva OptiRun™ service solutions have been developed over a half century servicing thousands of life sciences systems around the globe.

Maintain your equipment at factory specifications

Our highly-trained field service engineers are equipped with proprietary diagnostic and maintenance software to ensure that your Cytiva equipment delivers peak performance at all times.

Drive optimal productivity in your operations

OptiRun service solutions are designed to maximize the total productivity of your assets — your people, your processes, and your technology from Cytiva.



TECHNOLOGY



PROCESS



PEOPLE

Service care plans

LAB: Research / Academia

BP: Bioproduction / PD

	Built around your asset						Built around your site/train								
	Extended Warranty <small>(at purchase of equipment)</small>		FullCare		ExtendedCare		EssentialCare		SafeCare		LimitedCare		SiteCare	FlexFactory™ Care	FlexCare
	Post warranty service agreement with up to 60 months of full coverage with annual preventative maintenance (PM) starting in the 2nd year		Our most comprehensive service plan: full coverage with 1 PM per year		24 months of coverage for low usage equipment needing 1 PM over two years		Recommended if you want 1 PM per year without full coverage		12 month risk sharing contract with capped repair cost**		Covers select discontinued equipment***		Flexible site-wide support customized around your in-house capabilities and expectations	12 months of comprehensive support to optimize your entire FlexFactory bioprocess workflow	12 months of a fixed amount of lab-wide coverage, prepaid and flexibly applied
	LAB	BP	LAB	BP	LAB	BP	LAB	BP	LAB ONLY	LAB ONLY	BP ONLY	BP ONLY	BP ONLY	LAB ONLY	
Full coverage (labor, travel, parts included)	•	•	•	•	•	•			Capped value	•	Add-on	Add-on	Add-on	Custom	
Labor and travel	•	•	•	•	•	•	n/a		Capped value	•	FlexHours	FlexHours	FlexHours	Custom	
Repair parts	•	•	•	•	•	•			Capped value	•	Add-on	Add-on	Add-on	Custom	
Response time* (days)	3-5 days		3-5 days	3 days	3-5 days	3 days	Per agreement**		3-5 days	3-5 days	24 h / 48 h / FE on-site	24 h / 48 h on-site visit**	24 h / 48 h on-site visit**	8 days	
Duration (months)	24/36/60	24	12		24		12		12	12	12***	12	12	12	
Preventive maintenance visit	varies per equipment	1× second year	1× annually	1× or 2× annually†	1× biannually†		1× annually		1× or 2× annually	1× annually***	FlexHours****	FlexHours****	FlexHours****	Custom	
Change control notification (CCN)											•	•	•		
Parts advisory service											•	•	•		
Quarterly service reviews											•	•	•		
Priority call back**											1 h	1 h (24/7)	1 h (24/7)		
Priority support line											•	•	•		
Automation support												•	•		
Start-up support												•	•		

†FullCarePLUS with 2 annual PMs is available for certain systems
 ExtendedCarePLUS with 2 annual PMs is also available for certain BP systems.
 Please check with your service consultant for more information.

* Accelerated response option available at an additional charge, may vary by region and equipment type
 ** May vary by product type and region

*** LimitedCare covers end-of-production equipment and is based on parts availability
 **** Can be used for labor, not for parts

OptiRun service solutions are outcomes driven, for optimal productivity, ensuring the timeliness of your research or production, and the continuity of your drug to market.

Expert service solutions enable your outcomes

Scientific

Quality through consistency delivering precise results

Operational

Timely and productive workflow through reliable equipment performance

Financial

Budget predictability through all inclusive fixed cost service plans

Benefits



Service agreement

- Priority response times
- Fixed costs / no added charges
- Annual PM included
- Protection against future repairs
- Life cycle management
- Advisory and consulting services
- Scientific phone support
- Training: equipment and application
- CCN
- Instrument and software upgrades



Preventive maintenance

- Keep instrument in peak condition
- Ensure the quality of your results
- Minimize downtime
- Optimize total cost of ownership
- Extend the life of your system
- Enable traceability via visit records
- Implement the latest factory developments

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