

Policy for end of service support for BioProcess hardware

Issued by: Product Management

Effective date: 14 July 2020

Subject: Policy for end of service support for BioProcess hardware

Statement of policy

Post discontinuation, Cytiva is committed to continue providing service support for BioProcess hardware main products. See details below:

- **Standard and configurable hardware products**

Cytiva is committed to continue supplying customers with spare parts and services, for standard and configurable BioProcess hardware main products, for a period of ten years after product redesigns or discontinuation. Notification of the changes during the lifecycle will electronically be communicated to customers. At discontinuation of main equipment, a notification will be sent out prior to the product stops to be orderable. A second notification reminding of end of service support will be communicated one year prior to the end of support takes effect. All communication takes place via Cytiva Change Control Notification (CCN) service (see below for registration information).

- **Custom hardware products**

Cytiva is committed to continue supporting customers with spare parts and services for custom BioProcess hardware products for a period of ten years after product delivery, unless otherwise defined in the custom project. The end of service support period will be stated in the documentation package delivered with the product. No further notifications of the discontinuation of support will be provided.

Cytiva reserves the right to discontinue spare parts and service support within a shorter time period when factors such as (but not limited to) regulatory, legal, design changes or other reasons prevent the provision of such support. Note: Spare parts may be available on best effort bases for equipment older than ten years; however, we want to make customers aware that the likelihood of availability will decrease as the equipment age increases.

As noted above, all communication takes place via Cytiva Change Control Notification (CCN) at Regulatory support portal. To receive notifications, customers must register for this service on www.cytiva.com/rsf.



Signature: _____

Date: July 14, 2020

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