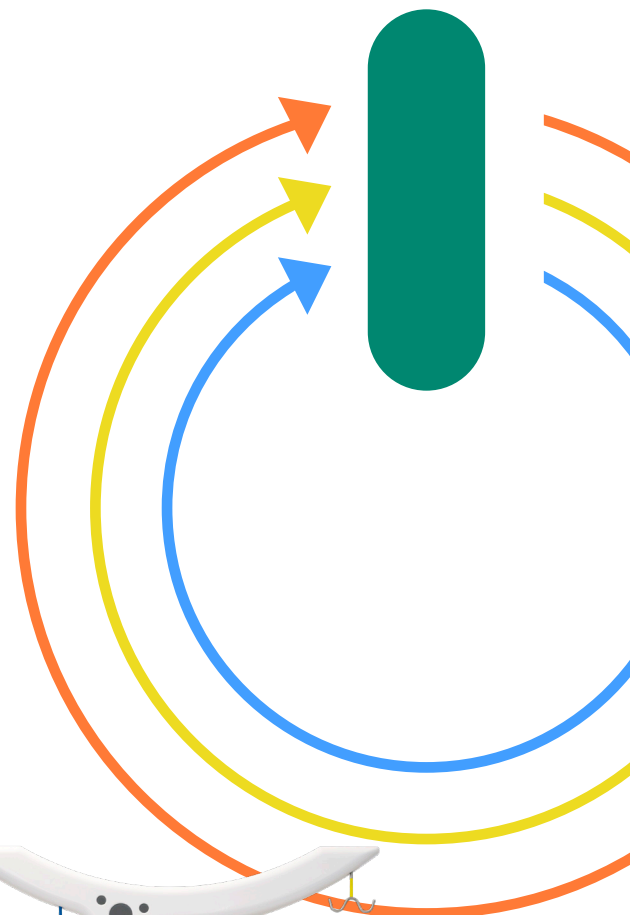


OptiRun Service Solutions

Optimize Sefia™ cell process system performance with preventive maintenance (PM)



**OptiRun™
LifeCycle**



**Service
traceability**



**Maximized
productivity**

The quality of your bioproduction process is important. Safe and accurate processing of your cells is critical to your business and your patients. Maintaining equipment in prime condition is essential to achieving your objectives in performance, productivity, and compliance.

Preventive maintenance (PM) reduces the likelihood of unexpected breakdowns. It maintains quality while protecting your schedule. In the interest of safety, only our trained service engineers equipped with specialized tools and personal protection equipment are certified to perform PM on your Sefia cell process system. With Cytiva, you benefit from our global experience maintaining thousands of Sefia systems.

Results you can expect from PM:

- Extend the life of your Sefia cell process system
- Enable traceability and compliance with visit records
- Detect issues early to minimize potential breakdowns
- Restore your equipment to factory specifications
- Get the latest factory developments
- Ensure safe sample processing



Cytiva is your partner for PM solutions

Servicing complex bioprocess equipment requires a deep understanding of the process, design, and science behind it. Our engineers and scientists work together to provide a complete solution to complex customer needs.



Comprehensive testing and inspections

During PM, our trained service engineers run tests and verifications to identify and make necessary replacements and ensure your equipment performance meets our factory standards. We designed and optimized these tests throughout product development. They reflect functional tests performed during equipment manufacture and before delivery to your site. During the PM visit numerous tests and inspection points are performed and necessary parts are replaced. If your system is not covered by our service agreement, any replacement parts that are required will incur additional charges.

Documentation

The service engineer will document each PM visit and provide you with a service report upon completion. Documenting PM visits supports the validation lifecycle process.

PM schedule

Our standard recommended PM frequency is one PM visit per year. We might advise additional PM visits if:

- Instrument usage is high
- Sefia cell process system is part of a critical workflow.

As each usage situation is unique, our service team can advise on the optimal PM frequency to suit your needs.

PM, an integral part of our service agreements

To ensure the continued performance of your system, we build PM into all our service agreements.



Testing and inspection

During the PM visit, Cytiva service engineers perform a comprehensive set of tests and inspections. These typically include:

- Inspection tests to ensure optimal performance, including (but not limited to): centrifuge alignment and function, volume weight and optical sensors, internal heating/cooling areas, peristaltic pump, user interface testing, and protocol execution
- Inspection and replacement of necessary parts; missing or damaged items, parts that correct failed test results, and failed mechanical items such as fans and motors.
- Software protocol upgrades
- Adjustment of mechanical parts to ensure proper alignment
- Calibration verification and certificate
- Verify Chronicle connectivity and operational status if installed

Service agreements provide you with:

- Confidence in the accuracy of your results from regularly scheduled service
- Predictable ownership costs – rates are guaranteed for the duration of the agreement
- Minimal disruption with priority response from our trained service engineers

For more information, visit cytivalifsciences.com/optirunservice or to schedule preventive maintenance, visit cytivalifsciences.com/optirunpreventive.

cytiva.com

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