Octet® SF3 SPR Service Plans

The next generation Octet® SF3 SPR platform has been specifically designed to deliver an exceptionally robust, high-throughput surface plasmon resonance (SPR) solution to meet today’s aggressive drug discovery demands. To maximize instrument productivity and run-time, a range of different service plans are available to ensure that your research has all the necessary tools to facilitate the next major scientific breakthrough.

Optimizing Instrument Performance

Detecting potential issues with your instrument before they develop into future problems is crucial in order to maximize instrument run-time and longevity, maintain productivity and reduce overall costs. During each preventative maintenance visit, our Sartorius service engineers will run a high number of functional, verification and performance tests on your instrument to identify any initial signs of wear and tear, with the subsequent replacement of all affected parts depending on service plan. Thus, any disruption to your research and experimental schedule will be minimized and the possibility of future instrument errors or failures greatly reduced.

Octet® SF3 Preventative Maintenance
Product Number: 84MAFF3

What’s included:
- Single service on-site visit
- Essential firmware and software updates to the latest versions
- Flow cell and optical assembly maintenance
- Syringe, covers and filter consumable replacement
- General instrument inspection
- Fluidic cleansing and decontamination
- Pump inspection and maintenance
- Verification of sample plate alignment
- Sensor chip insertion verification
- Field quality control
- Test result checklist

Maximize Instrument Run-Time
Reduced Maintenance Costs
Range of Different Service Contracts
Maintaining Regulatory Compliance

Regular instrument evaluation and maintenance is crucial in order to observe full regulatory compliance. Sartorius has a rich history in ensuring all platforms conform to the necessary regulatory criteria and guidelines through our flexible compliant service solutions, with the new Octet® SF3 SPR platform proving no exception. Operational compliance (OQ) provides all necessary documentation to demonstrate that your instrument adheres to pre-defined operating specifications. Full test results are subsequently provided to ensure a comprehensive audit trail of your instrument’s performance and qualified state.

Octet® SF3 IQOQ Service
Product Number: 84QAFF3

What’s included:
▪ Single service on-site visit
▪ Performance installation qualification
▪ Performance operational qualification post-installation
▪ Full IQOQ documentation

Octet® SF3 PMOQ Performance Certification Service
Product Number: 84MEFF3

What’s included:
▪ Single service on-site visit
▪ 1 yearly preventative maintenance, same as the foundational PM
▪ Service engineer time, labor and travel included
▪ Performance operational qualification with OQ certification
▪ All service parts covered 100%

Comprehensive Service Traceability
IQOQ and PMOQ Options
Full Qualification Certification Available
Full Service Plan Offerings

Full regulatory compliant service plans offer the gold-standard in preventative maintenance. Both the Octet® SF3 Performance Assurance and Compliance Assurance plans offer all the benefits of a yearly preventative maintenance visit with unlimited service on-site visits, and include service engineer time, labor and travel, as well as all service parts as standard.

While the Performance Assurance plan offers a comprehensive performance verification, the Compliance Assurance plan requalifies all performance criteria with full operational quality (OQ) certification.

Octet® SF3 Performance Assurance Plan
Product Number: 84MCFF3

What’s included:
- 12 month service contract
- 1 yearly preventative maintenance
- Unlimited service on-site visits
- All service engineer time, labor and travel covered 100%
- All service parts covered 100%
- Instrument performance verification

Octet® SF3 Compliance Assurance Plan
Product Number: 84MDFF3

What’s included:
- 12 month service contract
- 1 yearly preventative maintenance
- Unlimited service on-site visits
- All service engineer time, labor and travel covered 100%
- All service parts covered 100%
- Performance operational qualification with OQ certification

Fully Comprehensive Service Cover
Unlimited Service On-Site Visits
Verification and Qualification Options
Essential Service Options

Ensure a seamless transition from instrument purchase to experimental set up. Our fully trained service engineers will run a high number of on-site testing protocols to ensure that the instrument has been fully optimized, installed and tested according to pre-determined qualified assurance (QA) criteria. For new instrument installations, our experienced field application scientists will help guide you through basic assay set-up according to your specific protocol requirements to ensure you can make a rapid start.

The On-Site Essential Plan offers researchers the option of booking engineer time, travel and labor for as many visits as required over the course of a 12 month period, with service parts discounted by 50%.

Octet® SF3 Installation
Product Number: 84IAFF3

What’s included:
- Single service on-site visit
- PC set-up and software updates
- Sensor chip installation and validation
- System initialization and initial hydration
- Instrument performance verification
- Sensor chip leak test

Octet® SF3 On-Site Essential Plan
Product Number: 84MBFF3

What’s included:
- Service engineer labor and travel covered 100%
- Unlimited service on-site visits
- All instrument parts discounted by 50%
- Instrument performance verification

Service and Application Support

Fast Turnaround Times

Performance Verification
# Sartorius Octet® SF3 SPR Service Plans at a Glance

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<th>Octet® SF3 Preventative Maintenance</th>
<th>Octet® SF3 PMOQ Performance Certification Service</th>
<th>Octet® SF3 Performance Assurance Plan</th>
<th>Octet® SF3 Compliance Assurance Plan</th>
<th>Octet® SF3 On-Site Essential Plan</th>
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## Single Service On-Site Visit
- 84IAFF3
- 84QAFF3
- 84MAFF3
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## 12 Month Service Contract
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## Full Installation
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## Installation IQOQ Certification
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## Labor and Travel
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## Service Parts
- 84MEFF3: 100%
- 84MCFF3: 100%
- 84MDFF3: 100%
- 84MBFF3: 50%

## 1 Yearly Preventative Maintenance Visit
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## Unlimited Service On-Site Visits
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3

## Regulatory Compliant Certification
- 84MEFF3
- 84MCFF3
- 84MDFF3
- 84MBFF3
## Sartorius Octet® SF3 SPR Consumables at a Glance

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<th>Octet® SF3 SPR Consumables</th>
<th>Product Number</th>
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<tr>
<td>Octet® SPR Vial, 2 mL (100 vials)</td>
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<td>Octet® SPR Vial, 0.9 mL (100 vials)</td>
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<td>Octet® SPR Vial, 7.5 mL (3 vials)</td>
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<td>Octet® SPR Vial, 7.5 mL (1 vial)</td>
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<td>Octet® SPR Plate Seal, 96 well PCR (pack of 5)</td>
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<tr>
<td>Octet® SPR Sample Rack Seal, 96 well (pack of 5)</td>
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<td>Octet® SPR Plate Seal, 384 well (pack of 5)</td>
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<td>Octet® SPR Plate Seal, Varied (pack of 5)</td>
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<td>Octet® SPR Sample Rack Adaptor, Axygen 96 well PCR (pack of 1)</td>
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<td>Octet® SPR Sample Rack, 96 well, 0.9 mL (pack of 1)</td>
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<td>Octet® SPR Clean Station Cover (pack of 1)</td>
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<td>Octet® SPR Rear Reagent Rack Seal (pack of 5)</td>
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<td>Octet® SPR Front Reagent Rack Seal (pack of 5)</td>
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<td>Octet® SPR Buffer Filter Replacement Cartridges, 10 µm (pack of 2)</td>
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<td>Octet® SPR Sample Rack Plate Adaptor, Greiner 384 deep well, 225 µL (pack of 1)</td>
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<td>Octet® SPR Plate Seal, 96 well (pack of 20)</td>
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<tr>
<td>Octet® SPR Sensor Cleaning Cards (pack of 6)</td>
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