



# Bioprocess Service Modular Agreements for Service, Maintenance and Repair





## Sartorius Service

### A Strong Team Dedicated to Your Success

As a service partner ready to stand right by your side, we understand that process stability and compliance with the regulatory requirements in the biopharmaceutical industry are especially important to you. After all, patient safety and dependable system operations are critical elements of your research and production. That's why ensuring the reliability of your systems and optimizing their performance are our number one priorities – no matter which application you happen to be running.

Whether you work in process development, in clinical phases or commercial manufacturing, we will offer the service contract just right for you. In this way, we will partner with you to ensure that your system will be up and running consistently, while minimizing the risk of unexpected system downtime.

Learn about our Bioprocess Service Level Agreements to find out which type of contract is best for your needs and equipment.





## Maximize Productivity and Minimize System Downtimes

Why is a service agreement the right decision?

Do you need fast response and full cost control when your equipment requires servicing?

Would you like us to remind you about an annual maintenance interval so you can concentrate fully on your research and manufacturing processes?

If so, we recommend that you sign a service agreement. Preventative maintenance is crucial in order for your system to perform consistently at peak level and to minimize the risk of downtime.

### **The advantages are clear:**

- Increase the profitability of your system operation as a result of maximized productivity
- Schedule maintenance based on our risk analysis to minimize the probability of system failure and its consequences
- Gain all the benefits of our priority handling and commitment to response times in case of performance inconsistencies
- Get manufacturer's expertise and original spare parts
- Stay focused on your business, without missing a single maintenance interval

“ When downtimes occur, it can be very frustrating and result in lost money and wasted time in several departments. To prevent this, I recommend signing a service agreement.



Christina Harper  
Service Sales Specialist  
USA

## Service Contracts for Your Entire System Life Cycle

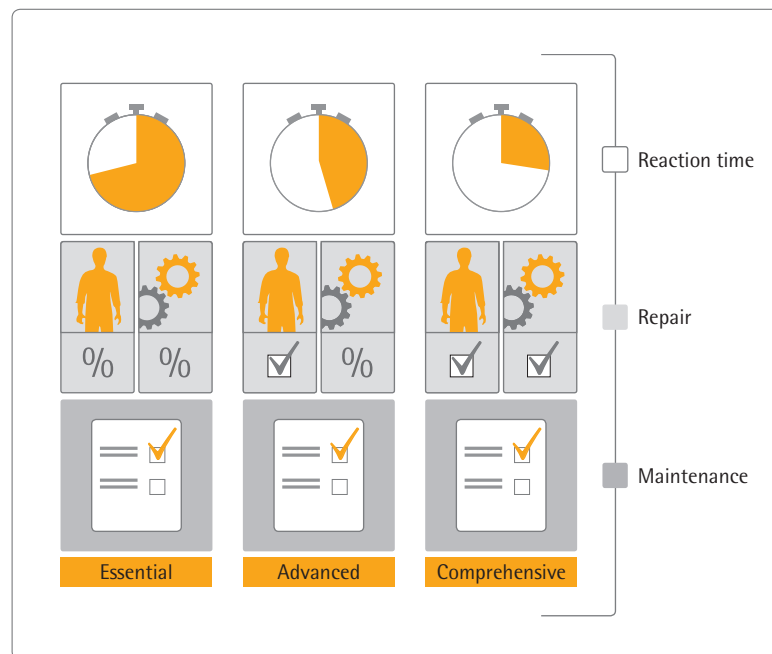
One thing is certain: The requirements for bioprocess systems are growing. Technical conditions and regulatory requirements have also been evolving over the years. Throughout these changes, the focus on stable processes and high-quality results has remained the same. Don't take any risks: Ensure that your system will deliver the best performance by choosing the right services.

### Choose Your Service Level Agreement

Sartorius offers a selection of Service Level Agreements, each tailored to your specific requirements, systems and applications, and based on your particular risk assessment.

The advantage: You decide which services you need and can choose from three different Service Level Agreements. As a result, you can be sure that our services are just right for your system, and you pay only for what you really need.

Each of the three types of contract consist of annual preventative maintenance in which all costs including the exchange of parts subject to wear are covered. The Service Level Agreements differ in the reaction time we commit to for helpdesk support and the response time for on-site system service support. Additionally, these contracts cover the cost of labor and repair either partially or fully – depending on the particular agreement you opt for.





# Service Level Agreement: Essential

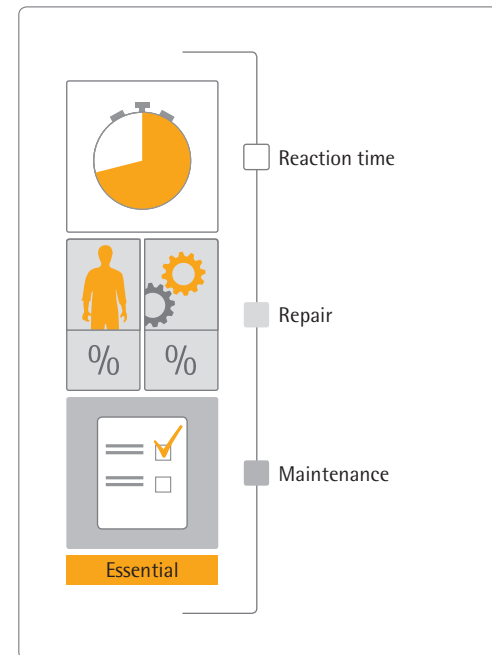
## Your Scheduled Annual Maintenance

Our Essential Service Level Agreement will protect your Sartorius equipment with a regular maintenance plan according to your risk assessment and requirements. Secure the high stability of your equipment over the entire system lifecycle with our scheduled annual maintenance.

- Preventative Maintenance Plan including travel costs, labor costs, performance verification, software updates and replacement of parts subject to wear
- Reaction time commitment: Technical helpdesk response by the next business day and priority on-site response
- Repair: 10% discount on the costs of materials, labor and travel

### Your benefits provided by this Service Level Agreement:

- Covers your recurring maintenance intervals
- Increases your system reliability
- Reduces your service costs
- Provides priority response time



“ We are optimally prepared to visit each of our customers. Moreover, we regularly attend training seminars on product qualification and maintenance and know each customer's system inside out.



Kevin Wang  
Service Technician  
China

## Service Level Agreement: Advanced

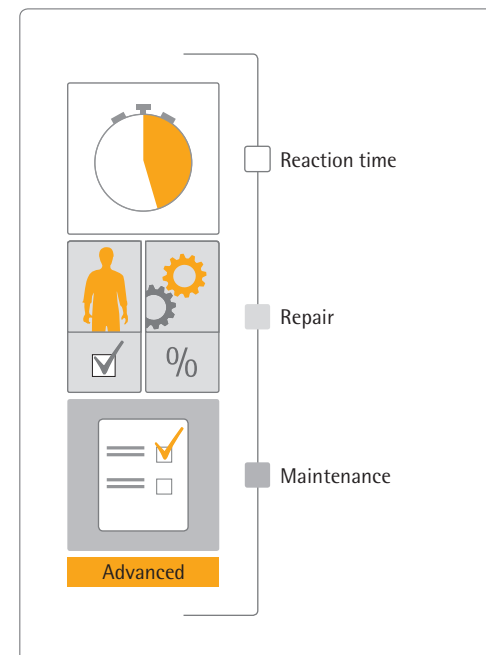
### Your Extended Service Coverage

Our Advanced Service Level Agreement will protect your Sartorius equipment with extended service coverage based on your risk assessment and requirements. In addition to preventative maintenance, it includes response time commitments and improves cost control for your equipment in the event of any performance inconsistencies.

- Preventative Maintenance Plan, including travel expenses, labor costs, performance verification, software updates and replacement of parts subject to wear
- Reaction time commitment: Technical helpdesk response within 8 hours and on-site response within 72 hours
- Repair: Labor and travel costs are fully covered; 10% discount on the cost of materials

#### Your benefits provided by this Service Level Agreement:

- Covers your recurring maintenance intervals
- Increases your system reliability
- Covers labor and travel expenses in case repair is needed
- Provides response time commitment for helpdesk support and on-site support





# Service Level Agreement: Comprehensive

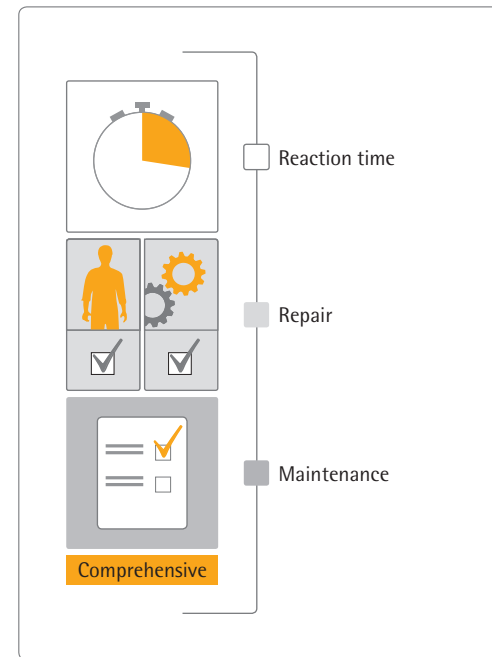
All-inclusive Coverage for Maximum Performance

Our Comprehensive Service Level Agreement offers the highest level of protection for your critical process equipment. Experience our worry-free contract support, which includes our fastest reaction times and full cost coverage, in addition to planned preventative maintenance.

- Preventative Maintenance Plan, including travel expenses, labor costs, performance verification, software updates and exchange of parts subject to wear
- Reaction time commitment: Technical helpdesk response within 4 hours and on-site response within 48 hours
- Repair: The costs of labor, travel and materials are fully covered

## Your benefits provided by this Service Level Agreement:

- Gives you the highest level of service protection
- Ensures maximum system reliability
- Includes full cost coverage and inspection, also for unplanned support requirements
- Provides the highest level of response time commitments for helpdesk and on-site support





Regular maintenance optimizes the operation of your system and increases profitability.



Stephan Theisen  
Service Director  
Central Europe

## All Service Level Agreements at a Glance

		Essential	Advanced	Comprehensive
<b>Reaction Time Commitment</b>	Helpdesk	Next business day	8h	4h
	On-site support	Priority	72h	48h
<b>Repair</b>	Cost of labor	To be invoiced*	✓	✓
	Travel expenses	To be invoiced*	✓	✓
	Cost of materials	To be invoiced**	To be invoiced**	✓
<b>Preventative Maintenance</b>	Cost of labor for maintenance	✓	✓	✓
	Travel expenses for maintenance	✓	✓	✓
	Exchange of parts subject to wear	✓	✓	✓

\* 10 % discount

\*\* 10 % discount on spare parts



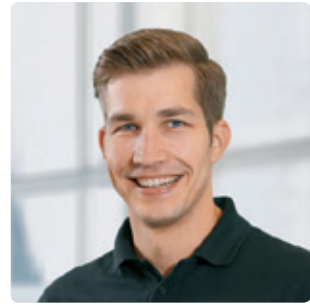
# Which Process Environment Do You Work in?

We Have the Right Offer to Cover Your Needs

Research and Development	Clinical Phases	Commercial Manufacturing
<p>You produce buffers and media for your bioprocess using single-use FlexAct® systems. It is important for your Sartorius equipment to run optimally, delivering precise results. However, if your equipment unexpectedly shows inconsistent performance, a slight downtime will not significantly impact your operations.</p> <p>We recommend this contract: <b>The Essential or Advanced Service Level Agreement Essential*</b></p> <p><b>Reasons:</b></p> <ul style="list-style-type: none"> <li>■ Your equipment will be regularly checked, and any potential issues will be addressed before they become major problems.</li> <li>■ You will receive priority treatment if your system requires servicing.</li> <li>■ Depending on your equipment and market launch time, we recommend the Advanced Service Level Agreement in some cases, as it covers most repair costs and we will respond even faster whenever your system needs servicing.</li> </ul>	<p>You work in a cGMP-regulated environment and perform integrity tests on sterilizing-grade filter cartridges using the Sartocheck® filter tester. Reliable test results, fast response times when servicing is required and cost control for repairs are crucial for you.</p> <p>We recommend this contract: <b>The Advanced or Comprehensive Service Level Agreement*</b></p> <p><b>Reasons:</b></p> <ul style="list-style-type: none"> <li>■ Your equipment will be regularly checked, and any potential issues will be addressed before they become major problems.</li> <li>■ If any problem happens to occur, you will have full cost control. Thanks to our fast reaction time commitment, we will be right there to fix your system.</li> </ul>	<p>You work with production-scale bioreactors in the upstream unit within a commercial biomanufacturing environment. This is why system availability and process reliability are crucial to your operations.</p> <p>We recommend this contract: <b>The Advanced or Comprehensive Service Level Agreement*</b></p> <p><b>Reasons:</b></p> <ul style="list-style-type: none"> <li>■ Signing the Comprehensive Service Level Agreement will provide peace of mind.</li> <li>■ Your equipment will be regularly checked, and any potential issues will be addressed before they become major problems.</li> <li>■ If any problem happens to occur, you will have full cost control. Thanks to our fast reaction time commitment, we will be right there to fix your system.</li> </ul>

\* Please note that this offer may vary from country to country.

“ We offer the right Service Level Agreement for every need. Now it's up to you to decide what we can do for you.



Martin Asche  
Service Technician  
Central Europe

## We are the Right Partners for You

With Sartorius Service at your side, you will always comply with your regulatory requirements and be completely prepared for any unexpected case where servicing may be required. Our specially trained service technicians will take care of regular maintenance, ensuring that your systems operate at their best every day. Thanks to our intensive training programs, Sartorius service staff members always stay on top of the latest technologies and trends and have the utmost knowledge of your systems.

In addition to regular maintenance, we will also be happy to handle installation and commissioning of your system and training of your operators on the main functions of this new system. We also offer qualification and calibration services of your products.

Additional information is just a click away at our website.



◀ [www.sartorius.com/service](http://www.sartorius.com/service)

### Sartorius Service at a Glance

#### You will benefit from the following:

- Professional support based on manufacturer's expertise. We look back upon nearly 150 years of experience and will always be there for you as a long-term service partner.
- Fast response and turnaround; local contacts: Thanks to our comprehensive service network, we are able to provide global support.
- Service in wholly new dimensions: Around 650 service staff members will take care of your requests and are continuously further developing Sartorius services, focusing on expanding our digital offering.



# Which Process Environment Do You Work in?

We Have the Right Offer to Cover Your Needs

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\* Please note that this offer may vary from country to country.

“ I look forward to working together with you and supporting you whenever you need me.



Marcelo Palomo  
Service Technician  
Brazil

## Frequently Asked Questions

### When can I sign a service agreement?

We recommend that you sign a service agreement right when you purchase your Sartorius equipment – and select the maintenance interval you require for the first year of operation. In this way, you can be sure that you will receive our full services and support even after the warranty has expired and enjoy total peace of mind knowing your equipment is in good hands.

Do you already have Sartorius products in operation and would you like to have all your equipment covered by a service agreement? No problem, just contact us. We will check the condition of your systems already in use and give you a suitable quote.

### Will my service agreement be extended automatically?

No. We will contact you in due time before your service agreement is due to expire. We would be happy to discuss with you whether you have been satisfied with this contract as is and wish to renew it or would like to choose different terms and conditions.

### Which Service Level Agreement is right for my system?

This depends on several factors. These include the particular manufacturing environment you operate in, which Sartorius products you use and how important it is for you to have a fast, defined reaction time commitment and full cost control when you require equipment servicing. We have compiled a few examples for you as a guide on page 10. Better yet – just get in touch with your local Sartorius contact for advice – with no strings attached. This service consultant will provide you with all the details and discuss your requirements with you.

### How long is the factory warranty for my Sartorius products?

The factory warranty for your Sartorius brand products is one year. In the unlikely event of any equipment failure, you will receive complete warranty coverage. Sartorius Service will take care of repairing your equipment and replacing the necessary spare parts. To benefit from our service capabilities even after the factory warranty expires and to maintain complete cost control, we recommend that you sign a service agreement right when you purchase Sartorius products.

### Why is it so important to sign a service agreement?

1. Signing a service agreement will guarantee that your equipment receives regular preventative maintenance, which is vital for your equipment lifetime. Only by having regular maintenance performed can you be sure that your system will run reliably over the long term and that you will comply with regulatory requirements and avoid unexpected downtimes or malfunctions. Regular maintenance always helps optimize the operation of your system and ensures higher productivity.

2. If your equipment needs servicing, we will be there in a hurry at your site to take care of your system so it will be up and running perfectly again. Moreover, with an Advanced or Comprehensive Service Level Agreement, you can also protect yourself from unexpected expenses and mitigate your equipment risk exposure. Why take any risk?



# Sales and Service Contacts

For further contacts, visit [www.sartorius-stedim.com](http://www.sartorius-stedim.com)

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▶ [www.sartorius-stedim.com](http://www.sartorius-stedim.com)