



Octet® SF3 SPR

Service Plans

Simplifying Progress

SARTORIUS

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



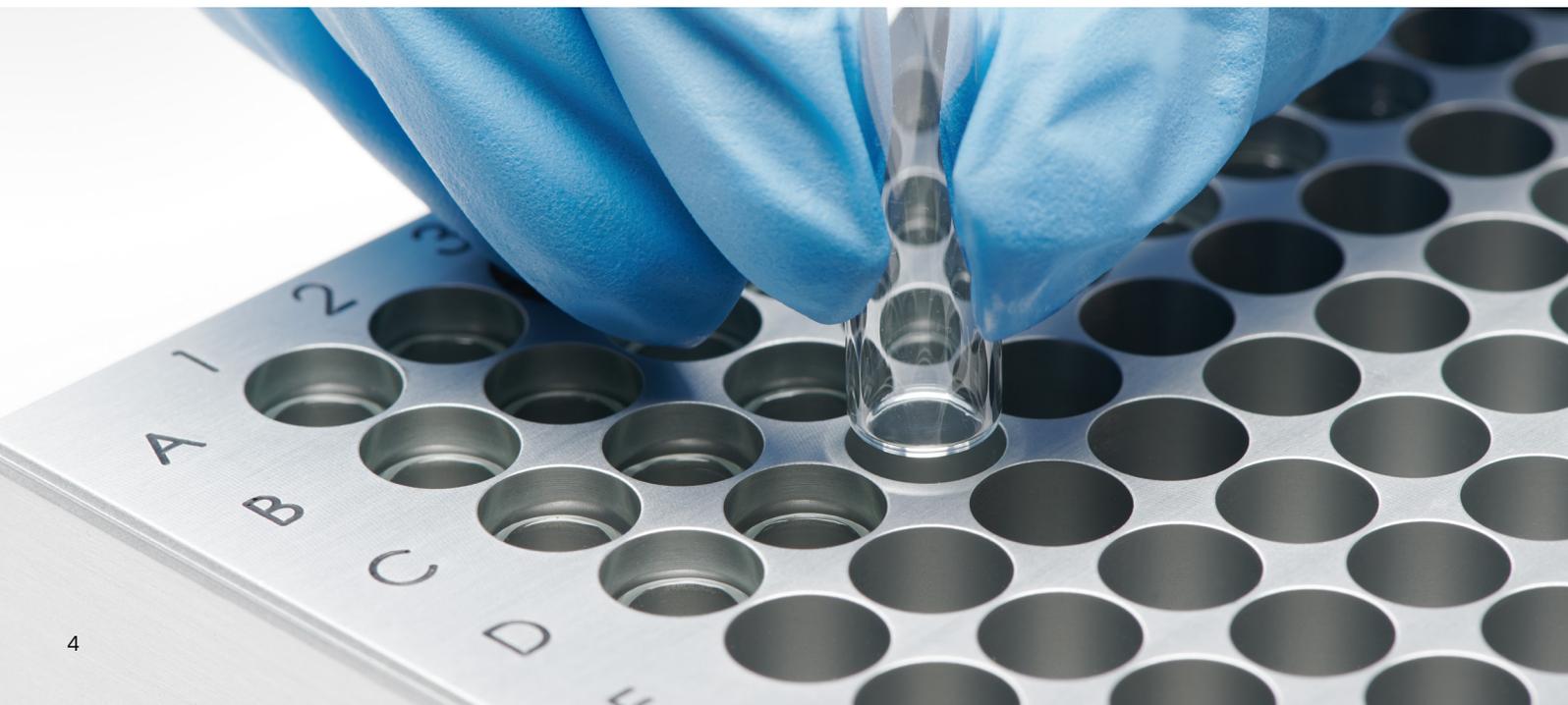
Fully Comprehensive
Service Cover



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:

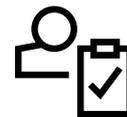
- Service engineer labor and travel covered 100%
- Unlimited service on-site visits
- All instrument parts discounted by 50%
- Instrument performance verification



Service and Application Support



Fast Turnaround Times



Performance Verification



Sartorius Octet® SF3 SPR

Service Plans at a Glance

	Octet® SF3 Installation	Octet® SF3 IQOQ Service	Octet® SF3 Preventative Maintenance	Octet® SF3 PMOQ Performance Certification Service	Octet® SF3 Performance Assurance Plan	Octet® SF3 Compliance Assurance Plan	Octet® SF3 On-Site Essential Plan
	84IAFF3	84QAFF3	84MAFF3	84MEFF3	84MCFF3	84MDFF3	84MBFF3
Single Service On-Site Visit	■	■	■	■			
12 Month Service Contract					■	■	■
Full Installation	■	■					
Installation IQOQ Certification		■				■	
Labor and Travel	■	■	■	■	■	■	■
Service Parts				100%	100%	100%	50%
1 Yearly Preventative Maintenance Visit			■	■	■	■	
Unlimited Service On-Site Visits					■	■	■
Regulatory Compliant Certification		■		■		■	



Sartorius Octet® SF3 SPR Consumables at a Glance

Octet® SF3 SPR Consumables	Product Number
Octet® SPR Vial, 2 mL (100 vials)	19-0140
Octet® SPR Vial, 0.9 mL (100 vials)	19-0141
Octet® SPR Vial, 7.5 mL (3 vials)	19-0142
Octet® SPR Vial, 7.5 mL (1 vial)	19-0143
Octet® SPR Plate Seal, 96 well PCR (pack of 5)	19-0102
Octet® SPR Sample Rack Seal, 96 well (pack of 5)	19-0103
Octet® SPR Plate Seal, 384 well (pack of 5)	19-0104
Octet® SPR Plate Seal, Varied (pack of 5)	19-0105
Octet® SPR Sample Rack Adaptor, Axygen 96 well, 450 µL (pack of 1)	27-0449
Octet® SPR Sample Rack Adaptor, Axygen 96 deep well, 1 mL (pack of 1)	27-0448
Octet® SPR Sample Rack Adaptor, Axygen 384 well, 240 µL (pack of 1)	27-0451
Octet® SPR Sample Rack Adaptor, Axygen 96 well PCR (pack of 1)	27-0450
Octet® SPR Sample Rack, 96 well, 0.9 mL (pack of 1)	19-0145
Octet® SPR Clean Station Cover (pack of 1)	19-0106
Octet® SPR Rear Reagent Rack Seal (pack of 5)	19-0107
Octet® SPR Front Reagent Rack Seal (pack of 5)	19-0108
Octet® SPR Buffer Filter Replacement Cartridges, 10 µm (pack of 2)	19-0109
Octet® SPR Sample Rack Plate Adaptor, Greiner 384 deep well, 225 µL (pack of 1)	27-0454
Octet® SPR Sample Rack Plate Adaptor, Greiner 96 well, 280 µL (pack of 1)	27-0455
Octet® SPR Sample Rack Plate Adaptor, Greiner 96 well, 300 µL (pack of 1)	27-0456
Octet® SPR Sample Rack Plate Adaptor, Greiner 384 well, 120 µL (pack of 1)	27-0453
Octet® SPR Plate Seal, 384 square well (pack of 20)	19-0110
Octet® SPR Plate Seal, 96 well (pack of 20)	19-0111
Octet® SPR Sensor Cleaning Cards (pack of 6)	19-0114



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