

GE Healthcare
Life Sciences

Instrument services for Biacore™ systems

Share our depth of knowledge



Service designed for your peace of mind

GE Healthcare Life Sciences Services has over 50 years of experience in providing service solutions for the research industry. We understand that maintaining complex instruments in prime condition is a science in itself. To enable excellent lifelong performance, we build serviceability into our equipment from the development stage.

We offer several service options with varying levels of support, enabling you to choose the service level that best suits your needs. FullCare takes care of your every need at a fixed price, whereas SafeCare insures you against excessive costs, and EssentialCare covers only the basics. Choosing the right option for your lab will provide you with peace of mind.

Biacore systems – label-free interaction analysis you can rely on

Biacore systems are derived from a multitude of patented research developments and innovative solutions. Biacore systems are sophisticated precision instruments that combine optical pathways, microfluidics, robotics, pneumatics, electronics, and data management.

Our GE Healthcare service engineers are specifically trained to keep your Biacore system in peak condition, so you can rely on your results and concentrate on your research.





Trust our expertise

Our expert service and professional application support let you focus on your research and help deliver reliable results.

Biacore systems are sophisticated bioanalytical instruments. That is why our field service engineers receive high-quality training in advanced facilities and have access to the latest service technology. In choosing our service team you benefit from our depth of knowledge and years of experience.

Maximize your productivity

As your dedicated service provider, we help you improve productivity and efficiency by streamlining the maintenance of your equipment, thereby minimizing downtime and repair costs.

Choosing a GE Healthcare service agreement together with Accelerated Response Option helps you maximize productivity by minimizing downtime. Our extensive infrastructure and broad support network provides you with priority access to expert support that you can trust.



Protect yourself from surprises

GE Healthcare service agreements are tailored to meet your needs, keeping your Biacore system calibrated and the total cost of ownership predictable throughout the instrument life cycle, making project budgeting easier. Planned maintenance of critical components prevents unexpected breakdown costs and can extend the life of your system.

Benefit from our heritage of innovation

You benefit not only from our wealth of experience in biosensor analysis, but also from the technical expertise and service insights we have gained across the broad spectrum of GE businesses. This breadth of knowledge and experience is the foundation on which we base our collaboration with you, and from which you can enjoy the advantages of a long-term partnership.

Preventive Maintenance

for enhanced performance

Tailored maintenance

Preventive Maintenance (PM) keeps your Biacore system operating in peak condition and forms the core of our service offering. As always, prevention is better than cure - regular PM visits are more cost-effective and predictable than unplanned repairs. PM visits also enhance performance and increase uptime. At GE Healthcare, PM is an integral part of the design process during the development of an instrument and benefits from the collective global experience of maintaining thousands of Biacore systems.

- Enhances the quality of your results
- Extends the life of your Biacore system
- Enables traceability via PM records
- Ensures implementation of the latest factory developments

Documentation

Our service engineers document each PM visit and provide you with a service report immediately on completion. Documentation of PM visits supports the validation life-cycle process and provides you with traceability and peace of mind.

Testing and inspection

PM includes up to 50 different tests and inspection points. The inspection most often includes:

- System check
- Pneumatic test
- Temperature control verification
- Optical unit and docking inspection
- Autosampler lubrication and calibration
- Pump mechanism adjustment and lubrication
- Syringe maintenance
- Chip insertion inspection
- Operational check of computer
- Verification of Biacore control software
- Liquid system cleaning

PM Kit content

To maximize system uptime the PM Kit contains parts subject to wear-and-tear during normal instrument use. All components included in the PM Kit are replaced during the PM visit. PM Kit contents vary between Biacore models, but typically include:

- Integrated μ -fluidic cartridge (IFC)
- Optical interface
- Syringe maintenance kit
- Peristaltic pump tubing
- Autosampler needle
- Injection port
- System check sensor chip
- Maintenance sensor chip
- Buffer and test solutions
- Vials and cleaning pads



Service agreements

designed for flexibility

Benefits of our service agreements

- Confidence in your results through regular PM visits
- Predictable ownership costs – rates are guaranteed for the duration of the contract
- Minimal disruption with priority response from our trained service engineers

PM interval

Our standard recommended PM frequency is two visits per year. In certain cases, for example when instrument usage is limited and does not involve organic solvents, one PM visit per year might be sufficient. Our service team can advise on a frequency that suits your needs.

FullCare Plus / FullCare

FullCare Plus/FullCare are our most comprehensive and popular service offerings, allowing you to benefit from the full potential of our service organization. If you choose FullCare coverage you will have one PM visit and no additional service costs for the duration of the 12-month agreement, regardless of the type or extent of the problem. As the developer and manufacturer of your Biacore system, we recommend that you choose FullCare Plus as your service agreement. FullCare Plus includes two annual PM visits while FullCare includes one visit.

SafeCare Plus / SafeCare

SafeCare 12-month agreement includes one PM visit and SafeCare Plus includes two. Major service issues are covered by GE Healthcare while service costs below the agreed upon instrument-specific limit are covered by you. This provides you with a predictable cost of ownership.

Accelerated Response Option

When your Biacore system is part of a time critical process, we offer a rapid response option to fit your needs. Adding Accelerate Response Option to your service agreement allows you to benefit from our extensive infrastructure and broad support network, ensuring fast response times.

	PM visits	Parts	Travel & labor	Accelerated Response Option
FullCare Plus				
FullCare				
SafeCare Plus				
SafeCare				

Denotes that major service issues are covered by SafeCare, while service costs below the agreed instrument-specific limit are covered by the customer.

EssentialCare

EssentialCare service is the recommended alternative if all you require to keep your system well maintained is one PM visit. If replacement parts are required, these will incur additional charges.

	PM visits	Parts	Travel & labor	Accelerated Response Option
EssentialCare				

Validation support

through life-cycle management

Regulatory authorities require equipment in a GxP environment to be qualified before use and periodically evaluated thereafter to confirm that it is maintained in a validated state. A life-cycle management approach to validation enables continuous process and system improvements, while keeping your equipment in a validated state as you gain experience in system use.

GE Healthcare offers a comprehensive suite of validation services to support your equipment through its entire life cycle. Our validation tests and protocols are developed and approved by validation experts. Our approach is in alignment with GAMP5, ICH Q8-10 and ASTM E2500, whereby validation activities and documentation focus on what is critical for end-product quality, and are scaled according to risk, complexity and novelty.

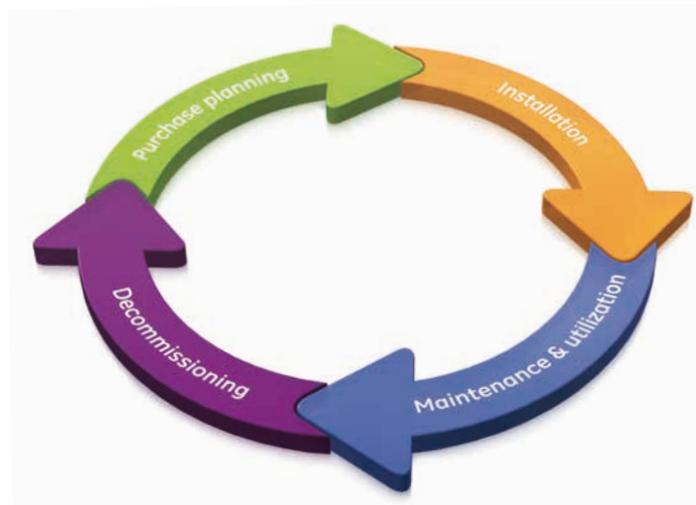
When you choose GE Healthcare as your provider of validation support you are choosing a company that has over 15 years of experience in validation within demanding manufacturing environments for biopharmaceuticals.

Benefits of engaging Life Sciences Services

- Accelerated equipment qualification
- Proven history of supporting GxP compliant equipment with high customer satisfaction, including world-leading pharmaceutical and biotech companies
- Consistent validation support from our global network of field support and cGMP*-trained service staff

Our life cycle validation approach begins with purchase planning and includes installation, maintenance, use, and decommissioning of your Biacore system. Our validation offering includes Installation and Operational Qualification (IQ/OQ), Continuous Verification, and Change Control Protocols (CCP) to support your system.

* Current Good Manufacturing Practice



Purchase planning

The starting point for GxP Service is a GxP Package. Biacore systems require specific GxP software to enable audit trail and 21 CFR part 11 compliance. Typically, the GxP package includes a software CD and certification documents. GxP Service also requires a service agreement to ensure that the system is properly maintained.

Installation

IQ/OQ is performed in conjunction with the equipment installation by trained and certified service engineers and the results are summarized in a final report. Operation Qualification includes an Initial Performance Qualification (IPQ) test. The IPQ Kit has been developed specifically to meet qualification standards. The kit includes traceable reagents that allow for verification of your system under conditions as comparable as possible to your assay.

Maintenance and use

During PM visits, our service engineers will perform Continuous Verification of the system, including an IPQ test. Change Control Protocols (CCP) help verifying the compliance status of your equipment after software or hardware changes, or following system relocation.

Decommissioning

When it is time to decommission your system or prove the status of a validated system after the last production run, appropriate sections of the validation process will be repeated.

Enhance performance

through original parts and upgrades

Quality OEM parts

When you select GE Healthcare as your service provider, you know that all replacement parts are manufactured within the same production facilities and to the same high standards as your system. As the original manufacturer, GE Healthcare brings you reliability, consistency, and peace of mind. Certain parts can be replaced by the user; please check parts list in the Biacore Product Catalogue or in the product support and service section of our Web site at: www.gelifesciences.com.

Upgrades that keep your system in optimal condition

We are continually striving to improve the performance and reliability of our Biacore systems and frequently offer upgrade packages. Timely access to upgrades is particularly relevant for our various software packages. Our engineers are qualified to install these accessories and other modular solutions to ensure a smooth and efficient upgrade of your system.

Check online to review the most current upgrade offers for your system at: www.gelifesciences.com.

through application training

Get the most out of your Biacore system, whatever your level of expertise.

For new users: Getting Started Kits

These kits are designed to help you get acquainted with your Biacore system. They guide you through basic experiments using reliable reagents that will enable you to predict your results. Getting Started Kits are available for all systems, and provide detailed operational instructions specific to your individual system.

For more experienced users

GE Healthcare offers theoretical and practical classroom courses designed for different application areas and individual systems. As a course participant, you receive personal support from certified course leaders and comprehensive course documentation. Classroom courses are held at GE Healthcare sites; they can be arranged at your site on request.

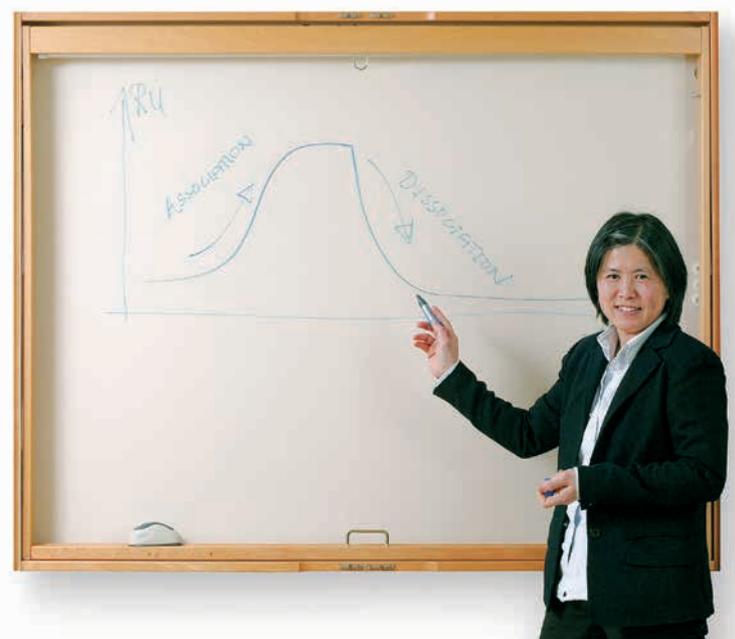
E-learning courses

To learn Biacore principles and techniques on your own time, at your own pace, you may choose from the e-learning courses*. These courses are available on-demand directly on your own computer.

The Application Support section also offers a range of laboratory protocols, providing tips and tricks for specific techniques performed on Biacore systems.

Visit www.gelifesciences.com/biacore to access Training- and Application Support sections.

*You must be a registered user on the Biacore Web site, with your product key, to access the support and training tools. Registration is free.



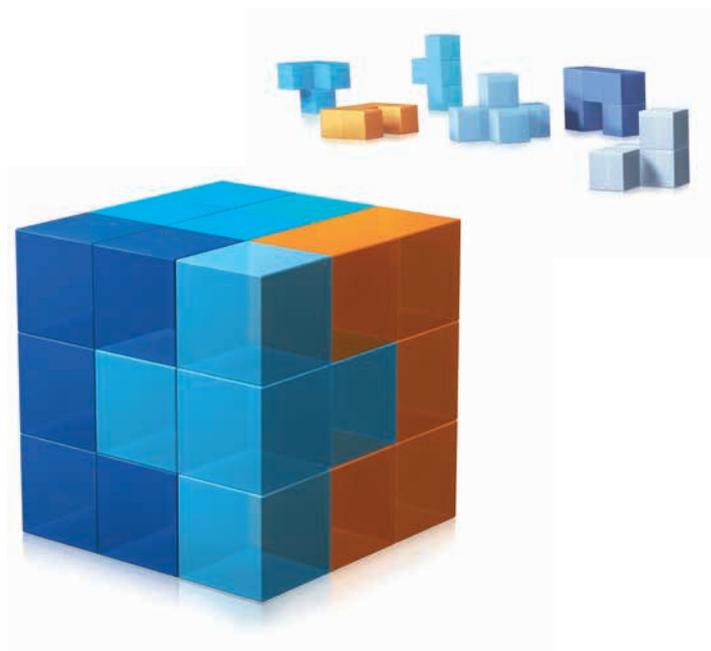
Smart Asset Management Services

Share our breadth of experience

A GE Healthcare service agreement provides the basis for a comprehensive range of possibilities for the further development and support of your operations.

GE Healthcare has developed a multi-vendor, asset management life-cycle support program that helps optimize every aspect of your business' performance. Over the past 15 years, we have developed Smart Asset Management Services (SAMS), a modular, scalable service solution that consolidates multi-vendor service support to a single point of contact, provides insights into asset location and utilization, and streamlines processes and work flows associated with drug development.

SAMS has been developed in response to the ongoing need within the industry, to increase efficiency, improve performance, and maximize productivity. Companies that have already implemented SAMS have seen dramatic improvements in asset utilization, lab space availability, R&D capacity, and employee satisfaction. The significant financial savings and tangible process and work flow improvements achieved with SAMS make it a robust and resilient solution to help address the current demands of the biotech and pharmaceutical industries.



For local office contact information visit:

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imagination at work