

Instrument services for ÄKTA™ 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 and ExtendedCare 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

ÄKTA—the purification platform preferred by more than 100 000 scientists worldwide

ÄKTA systems give you a competitive advantage in biomolecule purification and separation. Available in a variety of configurations, ÄKTA systems are robust, high-quality instruments with efficient control and data management functions provided by our UNICORN™ software. ÄKTA platform can purify virtually 100% of all biomolecules and can handle the simplest and the toughest of challenges. It gives you speed, ease-of-use, and flexibility whatever your purification application or scale.

Our GE Healthcare service engineers are specifically trained to keep your ÄKTA 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.

ÄKTA systems are available in a multitude of configurations suitable for a wide range of applications. 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 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 ÄKTA 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 chromatography, 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 ÄKTA 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 ÄKTA systems.

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

Documentation

The service engineer will document each PM visit and provide you with a service report immediately upon completion. Documentation of PM visits supports the validation life-cycle process.

Testing and inspection

As part of UNICORN™ software for ÄKTA avant and ÄKTA pure an advanced test and validation program has been developed, which enables extensive testing of each function and module of your ÄKTA system. GE service engineers are exclusively licensed to run these tests. The test program is also used by our ÄKTA production team during manufacturing of systems. It is also used for running specific tests necessary in conjunction with Validation/IQOQ services.

PM encompasses up to 50 different tests and inspection points. The testing and inspection typically includes:

- Pump tests (including pressure sensor alarm)
- Valve switching and positioning
- UV lamp intensity test
- Fraction collector operation
- Liquid system inspection and cleaning
- Updates to the latest instrument configuration
- Review of service error log
- Operational check of computer and UNICORN software

Wear part replacement

Certain parts are subject to wear-and-tear during normal instrument use. To maximize system uptime, all wear parts are replaced during a PM visit according to our protocols. These components vary between ÄKTA models and configuration options, but typically include pump seals, membranes for pump rinsing, o-rings, in-line, and inlet filters.

If your system is not covered by a GE Healthcare Service Agreement, any replaced part that is not considered a wear part will incur additional charges.



Service offerings

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 disruptions with priority response from our trained service engineers

PM interval

Our standard recommended PM frequency is one visit per year. In certain cases, for example when instrument usage is high or part of a critical work flow, additional PM visits throughout the year may be advisable to ensure continued high-level performance from your ÄKTA system. Our service team can advise on a frequency that suits your needs..

FullCare

FullCare is our most comprehensive and popular service offering, and you 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 ÄKTA system, we recommend the FullCare service agreement.

ExtendedCare













ExtendedCare is a 24-month, full-coverage service agreement and includes one PM visit, all parts, and travel and labor costs. This agreement is suitable for when instrument usage is limited and does not involve extreme environments such as a cold cabinet or incubator. Our service team can advise whether ExtendedCare suits your needs.


SafeCare

SafeCare 12-month agreement includes one PM visit, and 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 ÄKTA 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				
ExtendedCare				
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 annual 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 equipments in a GxP environment to be qualified before use and periodically evaluated thereafter to confirm that they are maintained in a validated state. A life-cycle management approach to validation enables continuous 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 and customer satisfaction including world-leading pharmaceutical and biotech companies
- Consistent validation support from 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 ÄKTA system. Our validation offering includes Installation and Operational Qualification (IQ/OQ), Continuous Verification, and Change Control Protocols (CCP) to support your system.



Purchase planning

UNICORN software, designed for use with ÄKTA systems, enables audit trail and 21 CFR part 11 compliance. A prerequisite for ValidationCare is a GE Healthcare service agreement.

Installation

IQ/OQ is performed in conjunction with the equipment installation by trained and certified service engineers. The results are summarized in a final report.

Maintenance and use

During PM visits, our service engineers will perform Continuous Verification of the system. CCP help verify 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.

Upgrades that keep your system in optimal condition

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

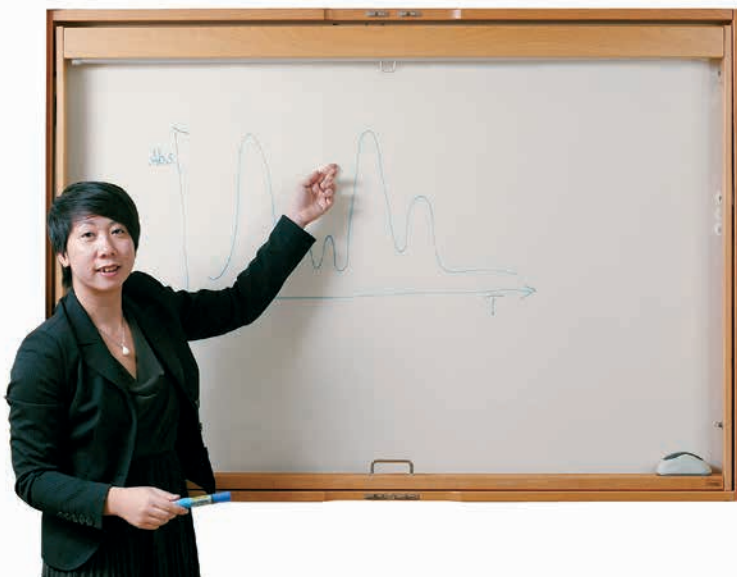
Get the most out of your ÄKTA system, whatever your level of expertise

Whether you are a researcher, process developer, manufacturing scientist, staff scientist, engineer, plant operator, or support staff, GE Healthcare provides you with training that is best suited to your application and ÄKTA system configuration.

You will learn all about the use of UNICORN software when you participate in instructor-led training courses at our Fast Trak centers worldwide, or take advantage of our interactive online e-learning courses, which are available on-demand directly on your computer. Customized training courses can be arranged at your site, on request.

Maximize the value your ÄKTA system brings to your purification process through the various hands-on training courses we offer covering chromatography and membrane filtration across a wide range of application areas. These focus on the use of ÄKTA systems for purification and process development from laboratory to manufacturing scale.

The Fast Trak Training and Education program has over 30 years of experience that you can rely on to provide you with the highest level of training in bioprocess development and manufacturing. As a course participant, you receive personal support from certified course leaders and comprehensive course documentation.



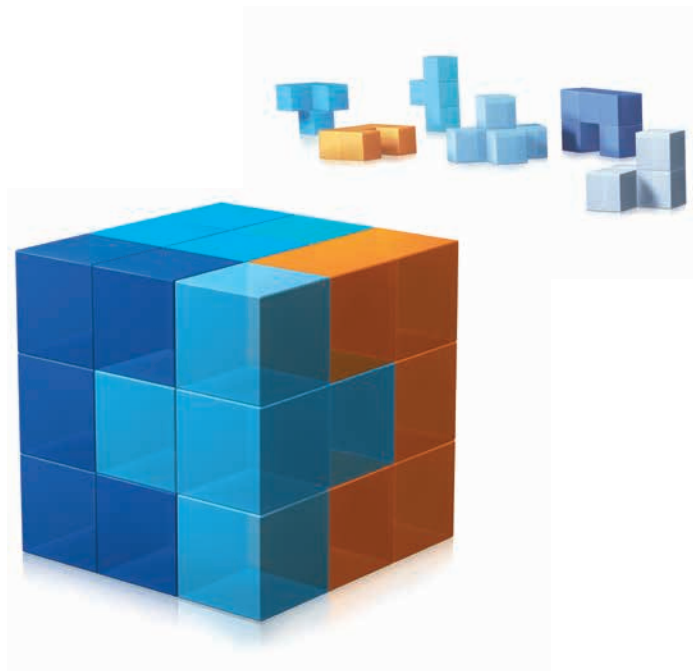
Smart Asset Management Services

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 optimizes 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 optimizes 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.



imagination at work