



OptiRun™

service solutions

Service care plans

customized for your desired outcomes

More than 50 years of service expertise to work for you.

GE Healthcare Life Sciences OptiRun service solutions have been developed over a half century servicing thousands of life sciences systems around the globe.

Maintain your equipment at factory specifications.

Our highly-trained field service engineers are equipped with proprietary diagnostic and maintenance software to ensure that your GE Healthcare equipment delivers peak performance at all times.

Drive optimal productivity in your operations.

OptiRun service solutions are designed to maximize the total productivity of your assets—your people, your processes, and your technology from GE Healthcare.



TECHNOLOGY



PROCESS



PEOPLE



Service care plans

LAB: Research / Academia
BP: Bioproduction / PD

OptiRun

service solutions

BUILT AROUND YOUR ASSET							BUILT AROUND YOUR SITE/TRAIN					
Extended Warranty <i>(at purchase of equipment)</i>	FullCare		Extended Care		EssentialCare		SafeCare	LimitedCare	SiteCare	FlexFactory™ Care	FlexCare	
Post warranty service agreement with up to 60 months of full coverage with annual preventative maintenance (PM) starting in the 2nd year	Our most comprehensive service plan: full coverage with 1 PM per year		24 months of coverage for low usage equipment needing 1 PM over two years		Recommended if you want 1 PM per year without full coverage		12 month risk sharing contract with capped repair cost**	Covers select discontinued equipment***	Flexible site-wide support customized around your in-house capabilities and expectations	12 months of comprehensive support to optimize your entire FlexFactory bioprocess workflow	12 months of a fixed amount of lab-wide coverage, prepaid and flexibly applied	
LAB	BP	LAB	BP	LAB	BP	LAB	BP	LAB ONLY	LAB ONLY	BP ONLY	BP ONLY	LAB ONLY
Full coverage <i>(labor, travel, parts included)</i>	●	●	●	●	●	●		Capped value	●	Add-on	Add-on	Custom
Labor and travel	●	●	●	●	●	●	N/A	Capped value	●	FLEXHours	FLEXHours	Custom
Repair parts	●	●	●	●	●	●		Capped value	●	Add-on	Add-on	Custom
Response time* (days)	3-5 days		3-5 days	3 days	3-5 days	3 days	Per agreement**	3-5 days	3-5 days	24h / 48h / FE on-site	24h / 48h on-site visit**	8 days
Duration (months)	24/36/60	24	12		24		12	12	12***	12	12	12
Preventative maintenance visit	varies per equipment	1x second year	1x annually	1x or 2x annually†	1x biannually†		1x annually	1x or 2x annually	1x annually***	FLEXHours****	FLEXHours****	Custom
Change control notification (CCN)									●	●		
Parts advisory service									●	●		
Quarterly service reviews									●	●		
Priority call back**									1h	1h (24/7)		
Priority support line									●	●		
Automation support										●		
Start-up support										●		

† FullCarePLUS with 2 annual PMs is available for certain systems
 ExtendedCarePLUS with 2 annual PMs is also available for certain BP systems. Please check with your service consultant for more information.

* Accelerated response option available at an additional charge, may vary by region and equipment type
 ** May vary by product type and region
 *** LimitedCare covers end of production equipment. LimitedCare is based on parts availability.
 **** Can be used for labor, not for parts



OptiRun service solutions are outcomes driven, for optimal productivity, ensuring the timeliness of your research or production, and the continuity of your drug to market.

Expert service solutions enable your outcomes

Scientific

Quality through consistency delivering precise results

Operational

Timely and productive workflow through reliable equipment performance

Financial

Budget predictability through all inclusive fixed cost service plans

Benefits



Service agreement

- Priority response times
- Fixed costs / no added charges
- Annual PM included
- Protection against future repairs
- LifeCycle management
- Advisory and consulting services
- Scientific phone support
- Training: equipment and application
- CCN
- Instrument and software upgrades



Preventative maintenance

- Keep instrument in peak condition
- Ensure the quality of your results
- Minimize downtime
- Optimize total cost of ownership
- Extend the life of your system
- Enable traceability via visit records
- Implement the latest factory developments

To learn more visit: gelifesciences.com/service

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