

Essential Service Contract

Quote No.: {offer_number}

Service Period: {offer_period}

Customer Number: {customer_number}

(Please include the quotation number with all correspondence)

To: {customer_address_company}
{customer_address_name}
{customer_address_street_no}
{customer_address_postcode_city}
{customer_address_country}
{customer_address_email}

From: Sartorius Stedim Systems GmbH
Robert-Bosch-Strasse 5–7
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Order contact:

Technical Service BPS Central Europe

Fax: +49 551 308 2539

Email: Technical-Service-Bioprocess@sartorius.com

Please Note: When you send your email, please remember to include both the job number and order number.

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Contact and List of Devices

Annex 1

Device Manager

Company name	{device_admin_company}
Customer number	{device_admin_customer_number}
Contact	{device_admin_contact_name}
Address	{device_admin_contact_address}
Postal code Town	{device_admin_contact_postcode_city}
Phone	{device_admin_contact_telephone}
Email	{device_admin_contact_email}

Item	Device Name	Serial No.	Inventory No.	Location
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Price Summary

Annex 2

Service period xx/xx/xxxx – xx/xx/xxxx	No. of Devices	Price in {cur}
Standard services for the devices specified in Annex 1		
Price 1st year of service		
Service period xx/xx/xxxx – xx/xx/xxxx	No. of Devices	Price in {cur}
Standard services for the devices specified in Annex 1		
Price 2nd year of service		
Service period xx/xx/xxxx – xx/xx/xxxx	No. of Devices	Price in {cur}
Standard services for the devices specified in Annex 1		
Price 3rd year of service		
Service period xx/xx/xxxx – xx/xx/xxxx	No. of Devices	Price in {cur}
Standard services for the devices specified in Annex 1		
Price 4th year of service		
Service period xx/xx/xxxx – xx/xx/xxxx	No. of Devices	Price in {cur}
Standard services for the devices specified in Annex 1		
Price 5th year of service		

Service-Agreement: Essential

Quote No.: {offer_number}
| Customer: {customer_address_company}

Entire service period: {offer_period}	Price in {cur}
Standard services net price	{price_s}
Optional services net price	{price_so}
Estimated travel expenses net price	{price_s_t}
Discount {discount}	{price_s_r}
Total net price	{price_s_s}

Validity of quotation: To {offer_valid_date}. All prices subject to VAT

Payment terms and service: {payment_days} days net | Payment based on service provided.

The travel expenses indicated have been calculated for all the services and devices indicated above.

The travel expenses are calculated based on total numbers of required site visits and overnight stays.

By accepting this quotation, you are stating that you agree to our Special Terms and Conditions for Service.

This transaction is expressly subject to the Sartorius Terms and Conditions of Sale (GERMANY), relating to the sale of Goods and Services which can be found at <https://www.sartorius.com/download/618168/5/terms-and-conditions-of-sales-sartorius-germany-pdf-data.pdf>.

{text_disclaimer}{text_special}{text_penalty}

on behalf of _____ for

Philip Brockbank, Manager of BPS Service Sales EMEA Richard van Roosmalen, Service Sales BPS CE

Customer: _____

Service-Agreement: Essential

Quote No.: {offer_number}
| Customer: {customer_address_company}

Price Summary: Optional Services

#DB00003

Annex 3

Service period XX/XX/XXXX – XX/XX/XXXX	No. of Devices	Price in {cur}
Optional Services		
Price 1st year of service		
Service period XX/XX/XXXX – XX/XX/XXXX	No. of Devices	Price in {cur}
Optional Services		
Price 2nd year of service		
Service period XX/XX/XXXX – XX/XX/XXXX	No. of Devices	Price in {cur}
Optional Services		
Price 3rd year of service		
Service period XX/XX/XXXX – XX/XX/XXXX	No. of Devices	Price in {cur}
Optional Services		
Price 4th year of service		
Service period XX/XX/XXXX – XX/XX/XXXX	No. of Devices	Price in {cur}
Optional Services		
Price 5th year of service		
Entire service period: {offer_period}		Price in {cur}
Total net price optional services		{price_so}

Service Contract Data Sheet: Essential

#DB00004
Annex 4

Annual maintenance for enhanced security

Benefits

- Ensures annual Preventive Maintenance is performed – You never miss a maintenance interval.
- Improves your system's reliability and stability.
- Cost saving on unanticipated repairs.
- Promises faster service team response times when support is required.

Service information

The Essential Service Contract¹ protects your Sartorius equipment through regular preventive maintenance to match your risk assessment and requirements. Ensure high system availability and process stability over the system's entire life cycle.

Preventive maintenance—fully covered

- Labor costs (includes performance verification, software updates², and system checks based on Sartorius' maintenance protocol).
- Travel expenses.
- Wearing parts replaced during preventive maintenance.

The relevant service product data sheet indicates what is included in maintenance for your Sartorius equipment.

Agreed response time

The Technical Help Desk will reply within the next working day³ and priority status will be assigned when a service visit is required.

Repairs

Labor costs – 10% discount
Travel expenses – 10% discount
Material costs⁴ – 10% discount based on list price

	Essential	Advanced	Comprehensive
Reaction time			
Repair			
Maintenance			

¹ Availability may vary depending on country and equipment.

² May vary depending on equipment.

³ Working days: Mon. – Fri. (8:00 a.m. – 5:00 p.m.), except for public holidays

⁴ Custom made parts are excluded from discount. These will be charged for in full.

Preventive Maintenance Data Sheet: Ambr® Automated Multi-Bioreactor Systems

#DB00007
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following Ambr® Multi-Bioreactor Systems

- Ambr® 15 cell culture
- Ambr® 15 fermentation
- Ambr® 250 High Throughput
- Ambr® 250 High Throughput Perfusion
- Ambr® 250 Modular
- Ambr® Analysis Module



Preventive Maintenance Data Sheet: Aseptic Transfer Systems

#DB00008
Annex 5

Benefits

- ATS (aseptic transfer ports) reliably sealed
- Uninterrupted operation
- Compliance with regulatory requirements

Service information

Transfer systems require regular, professional maintenance to keep delivering the required results. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System function check
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following aseptic transfer systems

- Biosafe® Port (Aseptic Transfer System)

Preventive Maintenance Data Sheet: Automated Centrifugation Systems

#DB00009
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering consistent results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following centrifugation systems

- kSep® 400
- kSep® 6000S

Preventive Maintenance Data Sheet: Bioreactors and Fermenters

#DB00010
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following bioreactors and fermenter ranges

- Biostat® A
- Biostat® B
- Biostat® B-DCU
- Biostat® C plus
- Biostat® D-DCU
- Biostat STR®
- Biostat® RM

Preventive Maintenance Data Sheet: Chromatography Columns

#DB00011
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following chromatography systems

- Automated Columns
- Manual Columns

Preventive Maintenance Data Sheet: Chromatography Systems

#DB00012
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following chromatography systems

- Multi Use Batch Chromatography Systems
 - PK System
 - PKP System
- Single-Use Batch Chromatography Systems
 - Allegro™ Single-Use Chromatography System
- Continuous Chromatography
 - BIOSMB PD
 - BIOSMB Process 80/350

Preventive Maintenance Data Sheet: Crossflow Systems

#DB00013
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following crossflow systems

- Sartoflow® Study
- Sartoflow® Smart
- Sartoflow® Advanced
- Sartoflow® Alpha plus
- Sartoflow® Beta
- Sartoflow® Beta plus
- Sartoflow® SP
- Ambr® crossflow
- CM 150 System
- CS 1000 System
- CS 4500 System

Preventive Maintenance Data Sheet: Systems for Sterile Dis-/Connection

#DB00014
Annex 5

Benefits

- Consistent, robust, valid connection¹ and thermoplastic hose welding
- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- System components performance check
- Device test run²
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following dis-/connection systems

- Biowelder®
- Biowelder® TC³
- Biosealer®
- Biosealer® TC

¹ only Biowelder®.

² Client to provide consumables (hoses and blades) for the device test run.

³ The scope of the maintenance is based on the device usage / number of welds.

Please note that an additional, one-off maintenance is required from 6,000 welds. This service will be charged additionally.

Preventive Maintenance Data Sheet: Filter Integrity Test Systems

#DB00015
Annex 5

Benefits

- Reliable test results
- Ensure system is sealed
- Uninterrupted operation, reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular professional maintenance in order to deliver the desired results over the long term. We recommend that you sign a maintenance agreement so that you can fully rely on your equipment and ensure maximum productivity.

We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the peace of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- Replacement of wearing parts
- (Re)calibration of pressure sensors
- Device test run
- Maintenance report created
- Software updates*

Preventive maintenance is available for the following filter integrity test systems

- Sartochek® mini
- Sartochek® 3 plus
- Sartochek® 4 plus
- Sartochek® 4 plus Bag tester
- Sartochek® Multiunit
- Sartochek® Trolley
- Sartochek® 5 | 5 Plus

Please note

When the one-time "Preventive Maintenance" service is purchased, the scope of service does not include repairs, replacement parts, or travel or other expenses, so these are charged separately. Our service contracts include these costs either fully or in part, depending on the contract level.

* Requalification required in the cGMP-regulated environment

Preventive Maintenance Data Sheet: Mixed Systems

#DB00016
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular, professional maintenance to keep delivering accurate results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following mixing systems

- Flexsafe® Pro Mixer
- Flexsafe® Magnetic Mixer
- Flexsafe® LevMixer

Preventive Maintenance Data Sheet: Virus Quantification System

#DB00017
Annex 5

Benefits

- Optimized device performance
- Uninterrupted operation
- Reduced downtime

Service information

Precision systems require regular, professional maintenance to keep delivering consistent results. Preventive maintenance reduces the possibility of unanticipated downtime. Consistent and reliable unit uptime, provides the ability to maximize productivity. We recommend you get your equipment on a service contract, so you can take advantage of the cost savings, and the piece of mind that your annual maintenance visit will not be missed.

Description

- Visual check for damage to device
- System components function check
- I | O check, system components checked
- Device test run
- Replacement of wearing parts
- Maintenance report created

Preventive maintenance is available for the following systems

- Virus Counter® 3100

Preventive Maintenance Data Sheet: Freeze & Thaw Solutions

#DB00020
Annex 5

Benefits

- Consistent quality of work
- Optimized equipment performance
- Trouble-free operation; reduction of downtime
- Compliance with regulatory requirements

Service information

Precision systems require regular professional maintenance in order to deliver the desired results over the long term. We recommend that you sign a maintenance agreement so that you can fully rely on your equipment and ensure maximum productivity.

Specifications

- Visual inspection of equipment for signs of any damage
- Function testing of system components
- (Re-)Calibration of pressure sensor(s)
- Equipment test run
- Exchange of parts subject to wear
- Written maintenance report provided
- Software updates

The preventive maintenance is available for the following equipment:

- Celsius® CFT Platform
 - Celsius® CFT System
 - Celsius® FS16 Filling Station
- Celsius® S3 Benchtop System
- Cryovessel™ Platform
 - Cryovessel™ Chiller System
 - Cryomixer CM300
 - Cryovessel™



Calibration Data Sheet: Bioprocess Devices

#DB00018

Annex 6

Benefits

- Measurement values accurate and repeatable over the long term
- Audit certainty and GMP-compliance through measurement devices and calibration certificates under ISO/IEC 17025
- Carried out by our specially trained service technicians
- You receive all the necessary documents and certificates

Service information

The precision and repeatability of measurement values depend heavily on professional calibration. By regularly checking and calibrating the sensors on your bioprocess device, we ensure that your system always delivers reliable measurement values. Our specially trained service technicians check and calibrate your devices in compliance with regulatory requirements and quality standards.



The following sensors can be calibrated

- Temperature
- Ph
- PO₂
- Rotation | Rocking Speed (e.g. Biostat® RM)
- Pressure
- Airflow | Gasflow (MFC): 1–250 L/min
- Liquid Flow: 5–1000 L/h
- Conductivity
- Inclination (Biostat® RM)
- Weight

Please note that the services relate only to Sartorius devices and may vary depending on the equipment. Should you have any queries, please contact us.

Test methods

- Process calibration
- Simulator calibration
- The calibration list shows the methods required and the acceptance criteria.

Please note

The calibration is done as specified in a Sartorius-produced manual. Sensors not specified in the manual are only checked for functionality.

Contact information

Annex 7

Your personal contact

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Service Sales BPS Central Europe

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