CooperSurgical Fertility and Genomic Solutions is the global leader in IVF and reproductive genetics, providing innovative products and services for every step in the ART journey.

Building on the high-quality reputation of our legacy companies ORIGIO, SAGE, Humagen, The Pipette Company (TPC), K-Systems, Research Instruments (RI), Wallace®, LifeGlobal® and CooperGenomicsSM, we provide a trusted system of consumables, equipment, technologies and genetic testing for the complete ART process.

Operating as a seamless organization, with unmatched product breadth, scientific knowledge and geographical reach, our unified approach opens the door to extensive possibilities for the future. We can help drive and evolve innovation in line with customer needs; offering tailored product solutions, delivering world-class evidence-based training, and organizing expert-led workshops.

As trusted brands, our products and services continue to meet stringent standards, and our high-quality manufacturing facilities and genetic testing laboratories have been specifically designed for the development of ART products and services.

Working with experts and key opinion leaders in the field, we have dedicated research and development teams. They are continually developing innovative products, revolutionary technology and services using the latest clinical research, to help improve clinical workflows, processes, productivity and outcomes.

In doing this, we aim to increase the quality of our partnerships with clinics across the globe and the quality of treatments for women and families.
Helping you to focus on your core business

In today’s busy laboratories, downtime due to equipment failure is not an option.

In fact, ensuring your equipment is fully functional at all times is essential to the success of your laboratory.

CooperSurgical Fertility and Genomic Solutions wants to help you maintain your focus on your core business.

The CooperSurgical Service Plan will give you the confidence that your equipment will not let you down. We offer a range of contract options to suit your needs. In fact, we cover it all: contracts providing preventative maintenance and service, reliable access to spare parts, product training and online handling of service requests. We think of ourselves as a partner to your lab, helping to improve its efficiency and effectiveness.

The Service Plan offers you the highest professional standards.

As a CooperSurgical Service Plan holder you have 100% confidence in the level of service and parts that you will receive.

Only CooperSurgical Service Engineers are authorized to maintain and repair our products and supply approved parts.

In addition, our Service team are able to provide full and up-to-date instrument maintenance records, on request to IQ, OQ level to support your PQ activities, and help you meet ISO 15189 requirements and other mandatory requirements for equipment and materials as laid out by such regulators as the Human Fertilisation and Embryology Authority (HFEA) in the UK and the American Society for Reproductive Medicine (ASRM) in the USA.
Setting the standards in service

All of our Service Engineers must measure up to the highest professional standards.
In practice this means working to four operational commitments:

We ensure a high degree of product knowledge

This means CooperSurgical Service Engineers undertake training and follow up testing in everything from product features and technicalities to administrative tools and customer relationship training.

We ensure CooperSurgical Service Engineers have access to the correct stock of spare parts and the latest software patches

For you this means that in the case of an emergency, we can ship an overnight delivery – putting you back to work in no time.

We provide support at the highest level out on the open road

Through annual preventative maintenance and servicing, our Service Engineers will keep your equipment in good working order.

To cover you on the rare occasion of an unexpected breakdown, our dedicated Service Engineer is available at the end of the phone, backed up by a team of mobile CooperSurgical Service Engineers, fully equipped with all the special tools, spare parts and documentation needed to come to the rescue.

We deliver quality customer care

Every action taken, from scheduling a service or an emergency service visit, to spare part delivery status, is tracked and managed by our online customer care system. This way all of our team can respond professionally, efficiently and to the highest standards.
Service options

Bronze
This contract is designed for those customers who wish to keep their equipment in optimum condition. During an annual visit, our CooperSurgical Service Engineer not only services your equipment, but addresses any minor problems you may not have noticed before they escalate – helping to ensure your equipment has a long and trouble free life. Bronze contract holders are also able to take advantage of a 10% discount on the cost of additional callouts and necessary spare parts.

Silver
Ideal for the busy IVF laboratory who require on-site support reassurance. The Silver Plan offers one emergency callout in addition to the Bronze Plan. You will also benefit from a 20% discount on additional callouts and necessary spare parts.

Gold
The extended service coverage for those who want further peace of mind. In addition to the Silver Plan you will benefit from one additional emergency callout and a 30% discount on additional callouts and necessary spare parts.

Additional annual service visit
An additional annual service visit is available for Silver and Gold contract holders. This second service visit is charged as a fee per unit and will replace one of the existing emergency callouts.
## Service options specifications

<table>
<thead>
<tr>
<th>Service options specifications</th>
<th>Bronze</th>
<th>Silver</th>
<th>Gold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service visits</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Length of contract</td>
<td>One Year</td>
<td>One Year</td>
<td>One Year</td>
</tr>
<tr>
<td>Emergency callout</td>
<td>-</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Additional callout discount rate</td>
<td>10%</td>
<td>20%</td>
<td>30%</td>
</tr>
<tr>
<td>Discount off parts required</td>
<td>10%</td>
<td>20%</td>
<td>30%</td>
</tr>
<tr>
<td>Email support within one working day</td>
<td>•</td>
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<td>•</td>
</tr>
<tr>
<td>One telephone number for all aftersales calls</td>
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CooperSurgical Fertility and Genomic Solutions offer servicing for the following products:

<table>
<thead>
<tr>
<th>RI products:</th>
<th>ORIGIO products:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integra™</td>
<td>Fortuna IVF Class I</td>
</tr>
<tr>
<td>Saturn™ Laser</td>
<td>Fortuna LAF Class I</td>
</tr>
<tr>
<td>RI Witness™</td>
<td>Mars IVF Class II</td>
</tr>
<tr>
<td></td>
<td>Mars LAF Class II</td>
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<tr>
<td></td>
<td>Titan IVF Class I</td>
</tr>
<tr>
<td></td>
<td>Titan LAF Class I</td>
</tr>
<tr>
<td></td>
<td>Planer BT37 incubator</td>
</tr>
<tr>
<td></td>
<td>Scanfuge Centrifuges</td>
</tr>
<tr>
<td></td>
<td>Anti Vibration Table</td>
</tr>
<tr>
<td></td>
<td>Heated Trolley HT37</td>
</tr>
<tr>
<td></td>
<td>Warming Plates WP37</td>
</tr>
<tr>
<td></td>
<td>Suction Pump</td>
</tr>
<tr>
<td><strong>K-Systems products:</strong></td>
<td><strong>LifeGlobal products:</strong></td>
</tr>
<tr>
<td>L100 LAF Class I</td>
<td>CodaAir® Systems</td>
</tr>
<tr>
<td>L100 IVF Class I</td>
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</tr>
<tr>
<td>L200 LAF Class II</td>
<td>CodaAir® Positive Pressure System</td>
</tr>
<tr>
<td>L200 IVF Class II</td>
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</tr>
<tr>
<td>L400 LAF Class I</td>
<td>Pioneer Pro-Pump®</td>
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<tr>
<td>L400 IVF Class</td>
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<tr>
<td>G603 IVF Work Chamber</td>
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<tr>
<td>G210 Incubator</td>
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<tr>
<td>G185 Incubator</td>
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<tr>
<td>G85 Incubator</td>
<td></td>
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<tr>
<td>G95 Incubator</td>
<td></td>
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<tr>
<td>R65 Heated trolley</td>
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<tr>
<td>T45 Warming plate</td>
<td></td>
</tr>
<tr>
<td>T47 Warming plate</td>
<td></td>
</tr>
</tbody>
</table>
Overview of our RI Integra micromanipulator servicing

- Clean and lubricate of the device and components
- Replacement of consumable parts, ie bearings, springs, o-rings
- Complete set up of system to eliminate freeplay and ensure all controls are centralized
- Full pipette set up to ensure rapid pipette set up for end users
- Full calibration of heated plates
- Full test of air syringes and replacement of seals if necessary
- Full system test to ensure correct operation
- Temperature validation and certification for all measuring devices used to test the system
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
Overview of our RI Saturn laser servicing

- Microscopic inspection and cleaning of the fibre optic patch cable ends
- Laser alignment to eliminate the possibility of drilling into live cells
- Clean objectives, mirror module and control box
- Laser target calibration to ensure accuracy to <1 micron
- Objective calibration to ensure accuracy of software measuring tools
- Hole size calibration
- Software update, where applicable
- Full system test
- Full documentation to include service report and data
- 12 months unlimited telephone and email support
Overview of our RI Witness servicing

- Check all cabling, tightening, replacing and tidying where necessary
- Check hardware functionality
- Check antenna tuning and adjusting where necessary to correct specification
- Check heated antennas for temperature calibration and adjusting where necessary
- Touchscreen calibration
- Check Work Area configuration software and amend where necessary
- Update WorkArea Software and Lab Manager Software to most current version where possible. Some collaboration with lab IT personnel to ensure IT software updates meet clinic IT Guidelines.
- Test all work and admin areas to ensure correct operation
- Full service report to include service report & data
- 12 months unlimited email and telephone support
Overview of our K-Systems and ORIGIO Class I workstations service

- Full air flow calibration
- Perform air quality down flow test
- Pre filter change
- Full heating system calibration
- Inspect all seals
- Change exterior humidifier tubing
- Inspecting and clean light source
- Cleaning and calibration of heated glass
- Update software as required
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
Overview of our K-Systems and ORIGIO Class II workstations service

- Full air flow calibration
- Perform air quality down flow test
- Pre filter change as required
- Full heating system calibration
- Inspection of all seals
- Verify alarm level settings
- Change exterior humidifier tubing
- Inspecting and clean light source
- Cleaning and calibration of heated glass
- Update software and save parameters as required
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
- Window adjustment and strap inspection (Origio Mars)
Overview of our K-Systems Work Chamber service

- Perform air quality test
- Pre filter change
- Full heating system calibration
- Inspect all seals
- Change CO₂ sensor as required
- Gas calibration CO₂ and O₂
- Change of UV lamp
- Change of O₂ sensor
- Update software as required
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
Overview of our K-Systems incubators service G210 G185

- Full system test
- Temperature calibration
- CO₂ and O₂ Gas calibration
- Change of inline HEPA and VOC filter
- Change of UV lamp
- Change of O₂ sensor
- Review and updating software status
- Change inlet filters
- Change CO₂ sensor as required
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
Overview of our ORIGIO/Planer incubator service

- Full calibration of the incubator
- Perform safety tests
- Air filter inspection and replacement as required
- Full system test
- Full battery backup test
- Battery exchange to be performed every 3-4 years
- Full test of the chamber lid switches
- Inspect lid seals and replace as required
- Inspect the top heater plate ribbon cables
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
Overview of our small products service
G85 G95 R65 T47 T45 HT37 WP37

- Full calibration
- Full system test
- Full battery test as required
- Replacement of tubing as required
- Full documentation to include service report and data
- 12 months unlimited email and telephone support
All other product servicing

For all other items sold by CooperSurgical Fertility and Genomic Solutions, on-going support will be provided by our Service department on a product specific basis.

First line support:

Additionally, all customers covered by service contract are entitled to unlimited first line support. All service enquiries concerning ORIGIO, Research Instruments and K-Systems equipment can be directed to the Service Department at:

Tel: +44 (0) 1326 372 753
e-mail: service@research-instruments.com
Lines open: 8am-4pm Monday to Friday (GMT)

In case of emergency breakdown, front line support will assist the customer and/or schedule a service visit. If required, we aim to be able to get a Service engineer onsite within 48 hours*, however this cannot be guaranteed. For non-emergency breakdowns, the response time will normally be within 5 working days from receiving the request. For more information, contact your Sales Representative.

* Applies to countries within Europe or other countries where Origio have direct support. Please check with your local Origio sales team for further details.

Product warranty:

Equipment sold by CooperSurgical Fertility and Genomic Solutions includes a warranty, as specified on the Product Warranty Card. Within that period, it is the buyer’s responsibility to follow the procedures of correct use, maintenance, and repairs, as outlined in the user manual.

NOTE: Product failure due to lack of product maintenance by a certified service technician will not be covered by equipment warranty. (Refer to the Product Warranty and User Manual for more information)
What next?

For Service Contract and more information on the CooperSurgical Service Plan:

• Contact your local Sales Representative

Don’t forget that we also offer

• Product training
• Product guides & films
• Access to spare parts
• Online support
Train with CooperSurgical and optimize your performance, learn new skills and network with international peers.

We invite customers and partners to learn new techniques and share best practices in our fully equipped laboratories.

We provide evidence-based training by skilled, experienced embryologists which includes demonstrations and hands-on training in a comprehensive range of ART techniques and procedures.

For further details and to book places visit coopersurgical.com

Availability of a device for clinical use is dependent on the regulatory approval status of that device within the country the device is intended to be sold into. All information correct at time of print. Specifications are subject to change without notice or obligation on the part of the manufacturer.