

Service Plan

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# Making a difference



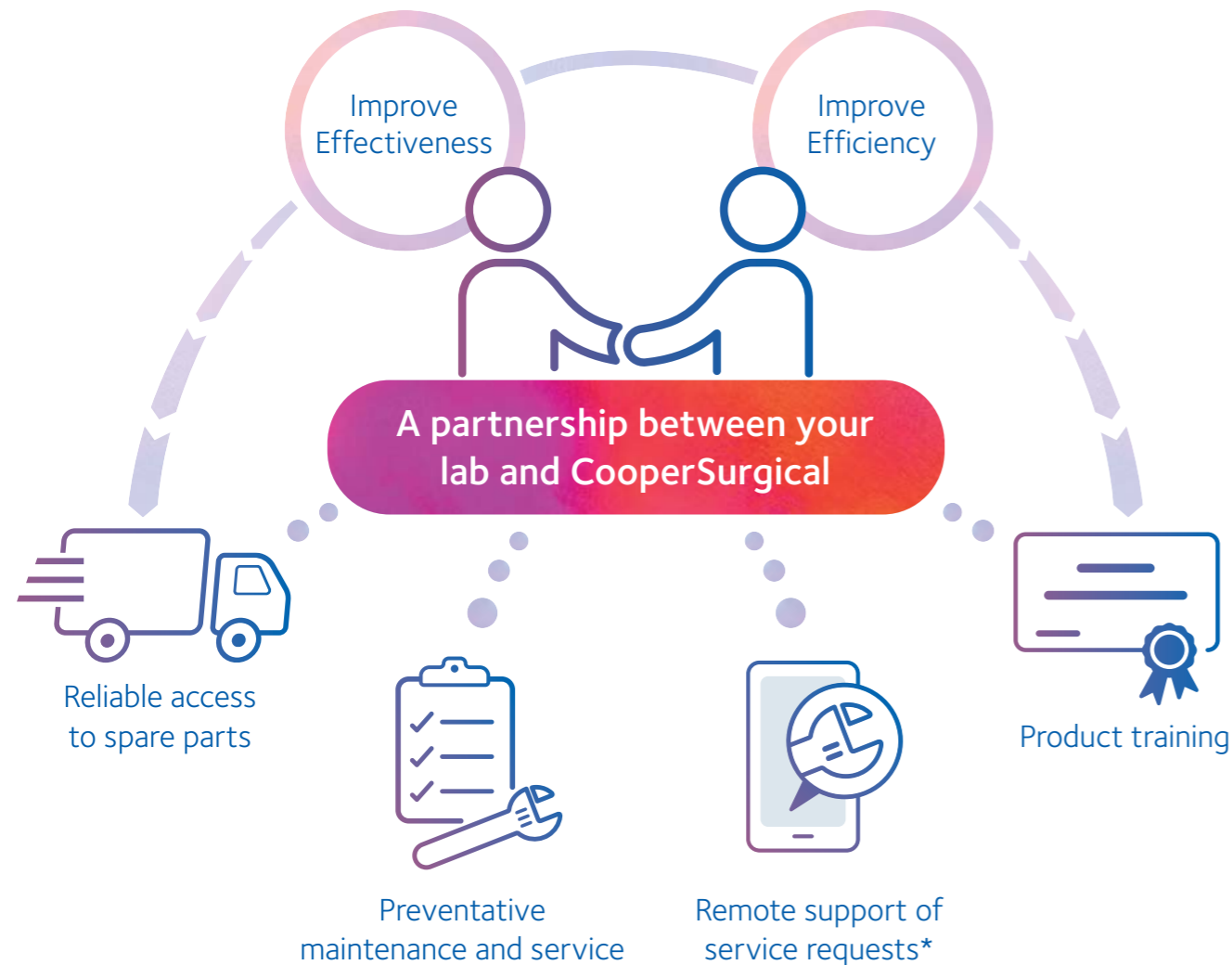
CooperSurgical®  
Fertility Solutions

# CooperSurgical is a global leader in IVF and reproductive genetics

In today's busy laboratories, downtime due to equipment failure is not an option. In fact, ensuring your equipment is fully functional is essential to the success of your laboratory.

CooperSurgical offers a range of contract options to suit your needs, including contracts providing preventative maintenance and service, reliable access to spare parts, product training and online handling of service requests.

We are a partner to your lab, helping to improve its efficiency and effectiveness.



\* Applicable to selected products only

## Equipment you can rely on

### Helping you focus on your core business

You need confidence that your equipment will not let you down. Regular maintenance and servicing will help ensure you are always ready to go.

We will work with you to make sure every piece of equipment is functioning to the best possible standards.

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

### Service documentation to meet your regulatory needs

Upon request, our Service team can provide full and up-to-date instrument maintenance records, installation qualification (IQ) and operational qualification (OQ) to support your performance qualification (PQ) activities.

These records can help you to meet ISO15189 and other mandatory requirements for equipment and materials regulators, such as the Society for Assisted Reproductive Technology (SART) and the Centers for Disease Control and Prevention (CDC).

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

**100%**  
of customers  
said that service  
contracts are  
important\*

\* of customers surveyed in the US

# Setting the standards in service

Our Service Engineers measure up to the highest professional standards. In practice, this means working to four operational commitments:

## Product knowledge

CooperSurgical Service Engineers undertake in-depth training and regular follow up testing in everything from product features and technicalities to administrative tools and customer relationship training. To be a CooperSurgical Service Engineer requires commitment to ongoing attainment in technical and practical knowledge.

## Spare parts

We ensure CooperSurgical Service Engineers have access to the correct stock of spare parts and the latest software patches. For our customers, this means that most problems can be resolved on the spot. If, for some reason, we don't have what's needed to rectify the issue, we can get it to you in the shortest possible time.

## On the open road

Through annual preventative maintenance and servicing, our Service Engineers will keep your equipment in the best working order. Should an unexpected breakdown occur, our dedicated First Line Support Engineers are easily contactable and backed up by a mobile field team.

## Customer care and continuity

Every action taken is tracked and managed by our customer care system. For you, this means that our team will always be informed of your circumstances whenever you contact us, saving you time on the phone or at your computer explaining your issue.

# Service options

**All Service packages include an annual on-site visit.**

Our CooperSurgical Service Engineers will service your equipment and address any minor problems before they escalate, ensuring your equipment stays fully functional now and in the future.

## Gold

2 Emergency call-outs

**30% discount** on additional call-outs and spare parts

## Silver

1 Emergency call-out

**20% discount** on additional call-outs and spare parts

## Bronze

No call-outs included

**10% discount** on call-outs and spare parts

All plans: One telephone number for all aftersales calls and email support within one working day.

All CooperSurgical Service Engineers will supply a calibration certificate for all measuring devices used to test the equipment. Each item serviced is accompanied with an equipment service report which will help satisfy regulatory requirements.

## Additional annual service visit

Under the Silver and Gold coverage, it is possible to arrange an additional on-site service visit, using one of your emergency call-out credits. This would be suitable if you prefer to service only some of the equipment at a time, to facilitate activity planning and to minimize disruption.

If you would like to schedule a second equipment service within the year, we offer a reduced per unit price.





# Serviceable Products and Equipment

CooperSurgical offers servicing for the following products:

## RI products:

RI Integra™

RI Saturn™ Laser

RI Witness™

## K-Systems® products:

L100 LAF Class I

L100 IVF Class I

L200 LAF Class II

L200 IVF Class II

L400 LAF Class I

L400 IVF Class

G210 Incubator

G185 Incubator

G85 Incubator

G95 Incubator

R65 Heated trolley

T45 Warming plate

T47 Warming plate

## ORIGIO® products:

Fortuna IVF Class I

Fortuna LAF Class I

Mars IVF Class II

Mars LAF Class II

Titan IVF Class I

Titan LAF Class I

Planer™ BT37 Mark I Incubator

Planer™ BT37 Mark II Incubator

Scanfuge Centrifuges

Anti Vibration Table

## Other products:

TMC anti vibration table

Microscopes - upright, stereozoom and inverted

# RI Integra micromanipulator servicing

## Service Overview

- Cleaning and lubrication 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
- Calibration of heated plates
- Pressure test of air syringes and replacement of seals if necessary
- Full system test to ensure correct operation



## RI Saturn laser servicing

### Service Overview

- 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
- Full system test
- Software update, where applicable



## RI Witness servicing

### Service Overview

- Tuning RFID antennas to ensure accurate reading of tags
- Temperature validation on each channel of heated plates and adjusting offsets where necessary
- Touchscreen calibration
- Check all cabling, tightening, replacing and tidying where necessary
- Check work area configuration software and amend where necessary
- Update RI Witness database, work area software and lab manager software to most current version.



## K-Systems and ORIGIO Class I workstations servicing

### Service Overview

- Air flow calibration and air quality down flow test
- Pre filter change
- Heating system calibration
- Inspection of all seals
- Replacement of exterior humidifier tubing
- Inspection and cleaning of light source
- Cleaning and calibration of heated glass
- Software/firmware update



## K-Systems and ORIGIO Class II workstations servicing

### Service Overview

- Air flow calibration and air quality down flow test
- Filter change, if required
- Heating system calibration
- Inspection of all seals
- Verify alarm level settings
- Replacement of exterior humidifier tubing
- Inspection and cleaning of light source
- Calibration and cleaning of heated glass
- Software/firmware update
- Window adjustment and strap inspection (Origio Mars)





## Microscope servicing

Whether you have an inverted, stereozoom or upright microscope, CooperSurgical will be able to offer the high standard of service you have come to expect.



### Service Overview

- Check for defects
- Cleaning of the frame and objectives
- Inspection of and cleaning of the eyepieces
- Full optical alignment of all adjustable optical components (Including Modulation Contrast, Phase Contrast & Differential Interference Contrast where fitted)
- Preventative maintenance replacement of the bulb (halogen only)

This is carried out on-site and can be included as part of the service visit for any other equipment we service, to minimize your downtime and maximize your benefits.

Where minor defects or issues are found, such as faulty eye pieces, we will endeavour to resolve them ourselves or if we detect a more serious issue, we facilitate the resolution of the issue through our network of approved microscope repair companies.\*

\*Extra charges for parts and labor may apply

## ORIGIO/Planer incubator servicing

### Service Overview

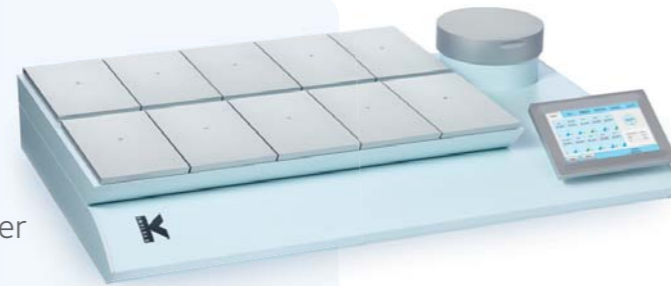
- Complete calibration of the incubator
- Performance of relevant safety tests
- Inspection of air filter and replacement as required
- System and battery backup test
- Test of the chamber lid switches
- Battery exchange, to be performed every 3-4 years
- Inspection of lid seals and replace as required
- Inspection of the top heater plate ribbon cables



## K-Systems incubators service G210 and G185

### Service Overview

- Full system test
- Temperature calibration
- CO<sub>2</sub> and O<sub>2</sub> Gas calibration
- Change of inline HEPA and VOC filter
- Change of O<sub>2</sub> sensor
- Review and updating software status
- Change inlet filters
- Change CO<sub>2</sub> sensor as required
- Full documentation to include service report and data
- 12 months unlimited email and telephone support



## Small products servicing G85, G95, R65, T47, T45

### Service Overview

- Full system test
- Full battery test as required
- Full documentation to include service report and data



## All other product servicing

For all other items sold by CooperSurgical Companies, we will facilitate the resolution of the issue through our ongoing support. This will be provided by our Service department on a product specific basis.

### First Line Support

All service enquires can be directed to the Service Department at:

**Phone:** +1-877-349-3239

**E-mail:** IVFService@CooperSurgical.com

**Address:** CooperSurgical | Inc. 75 Corporate Drive | Trumbull, CT 06611

All customers covered by service contract are entitled to unlimited first line support.

In case of emergency breakdown, first line support will assist you by phone, team viewer or by scheduling a service visit. If required, we aim to be able to get a Service Engineer onsite within 48 hours.

### Product Warranty

Equipment sold by CooperSurgical Companies includes a warranty, as specified on the terms and conditions available on our website. Please refer to [www.fertility.coopersurgical.com/commercial-terms-and-conditions/](http://www.fertility.coopersurgical.com/commercial-terms-and-conditions/) for more information.

## What next?

For more information on the CooperSurgical Fertility Service Plan, contact your local Sales Representative.





# 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 information on our global courses and our Center of Excellence hands-on training laboratory in Livingston, New Jersey visit: [fertility.coopersurgical.com](http://fertility.coopersurgical.com)

To register for any of our courses, please contact your local Account Manager or email us at: [training@coopersurgical.com](mailto:training@coopersurgical.com) or [IVFservice@coopersurgical.com](mailto:IVFservice@coopersurgical.com) for product only training.

