

SERVICE PLAN

Making a difference



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 repair 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.



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 ensure that every piece of covered equipment is functioning to the best possible standards.

As a CooperSurgical Service Plan holder, you can have 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.



Setting the standards in service

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

Product knowledge

Our global network of CooperSurgical certified 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

With a globally stocked spares inventory, we ensure that 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 is needed to rectify the issue, we can get it to you in the shortest possible time.

Peace of mind

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

Customer care and continuity

Actions taken are 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

1 Installation Services

Getting you set up and ready to leverage your investment.

2 Uptime Services

- Essential Care contracts will ensure high performance and extended equipment lifetime through preventative maintenance.
- Premium Care contracts will ease your mind, as we take care that your equipment has the highest uptime, without any surprises for your budget - from preventative maintenance to all necessary repairs.
- On-demand interventions outside of our contract offerings to ensure optimum performance to help achieve the highest uptime.

3 Education/ Professional Services

Services to help you maximize your product investment. Courses and consultative visits from our team of experts.

Our equipment service network

Working globally, acting locally

North America Service

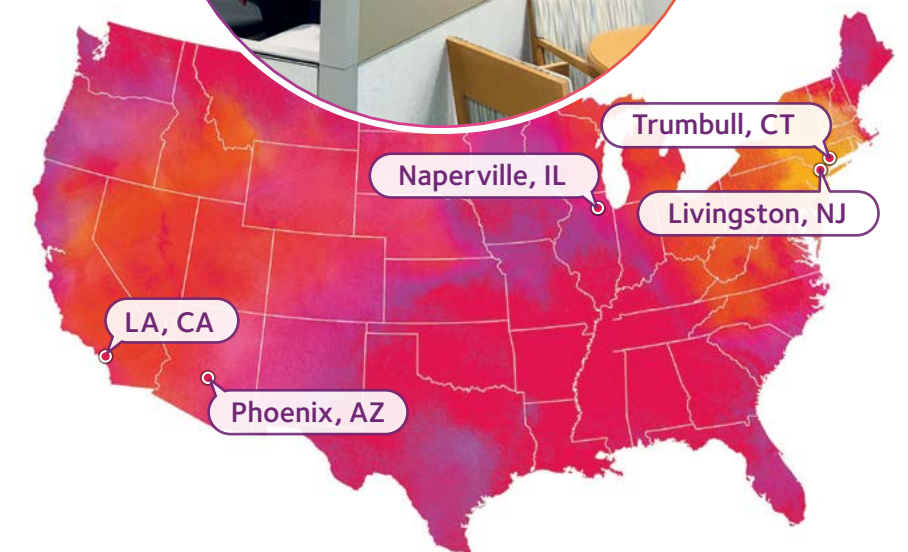
- A team of over 30 Certified Service specialists ready to support you, based across the United States

Livingston, NJ

- State of the art Repair and Training Facility
- Scheduling and Repair Team

Trumbull, CT

- Americas Distribution Center



Serviceable products and equipment

CooperSurgical offers servicing for the following products:

RI products:

RI Integra 3™ Micromanipulator

RI Saturn 5™ Laser System

RI Witness® System

K-Systems™ products:

L100 LAF Class I Workstation

L100 IVF Class I Workstation

L200 LAF Class II Workstation

L200 IVF Class II Workstation

G210 Incubator

G185 Incubator

G85 Incubator

G95 Incubator

R65 Heated trolley

T45 Warming plate

T47 Warming plate

ORIGIO® products:

Fortuna™ IVF Class I Workstation

Fortuna LAF Class I Workstation

Mars™ IVF Class II Workstation

Mars LAF Class II Workstation

Titan™ IVF Class I Workstation

Titan LAF Class I Workstation

Planer BT37™ Mark I Incubator

Planer BT37™ Mark II Incubator

Scanfuge™ Centrifuges

Anti-Vibration Table

Other products:

Microscopes: upright, stereozoom and inverted

RI Integra 3™ Micromanipulator

Service overview

- Cleaning and lubrication of the device and components
- Replacement of consumable parts, e.g., 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 5™ Laser servicing

Service overview

- Microscopic inspection and cleaning of the fiber optic patch cable ends
- Laser alignment to reduce 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® System servicing

Service overview

- Tune RFID antennae 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

- Airflow calibration and air quality downflow 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

- Airflow calibration and air quality downflow 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 can offer the high standard of service you have come to expect.



Service overview

- Check for defects
- Clean 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 eyepieces, 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

BT37/BT37™ Mark II Incubator servicing

Service overview

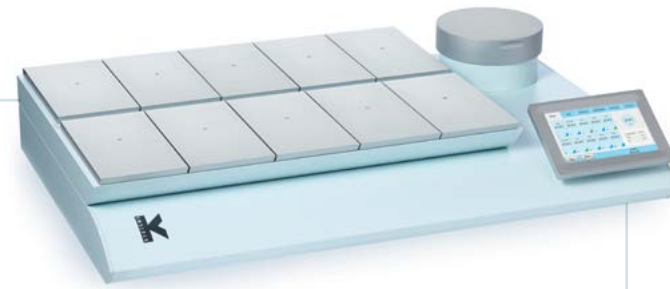
- Complete calibration of the incubator
- Performance of relevant safety tests
- Inspection of air filter and replacement as required
- System and battery backup test
- Test of the chamber lid switches
- Battery exchange, to be performed every 3-4 years
- Inspection of lid seals and replace as required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



K-Systems™ Incubators G210 and G185 servicing

Service overview

- Full system test
- Temperature calibration
- CO₂ and O₂ gas calibration
- Change of inline HEPA and VOC filter
- 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



Small Products servicing G85, G95, R65, T47, T45

Service overview

- Full calibration
- 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, 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 inquiries can be directed to the Service Department at:

Phone: +1-877-349-3239

E-mail: IVFService@CooperSurgical.com

Address: CooperSurgical, Inc. 73 Regent St, Livingston, NJ 07039

Hours: 8AM - 6PM EST

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 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/ 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.

