



## SERVICE PLANS

*Peace of Mind, Enhanced Performance, Extended Lifetime*

In today's demanding production environment, one of the most valuable assets you have is your TIME and we are 100% committed to helping you keep your equipment up and running.

With this in mind we have created service plans for our customers. A unique portfolio of service solutions designed to fit your needs. This range of plans addresses your compliance and specifications requirements, while also taking your budgetary needs into account.

**By purchasing one of our service plans, you will benefit from:**

- **Technical support hotline (Silver)** – In-house support experts are available 24/7 to diagnose, investigate, and solve customer issues, and to schedule visits when required.
- **Priority customer status (Gold/Platinum)** – for any requests you might have in addition to your planned preventive maintenance and floating troubleshooting.
- **Original parts (Gold/Platinum)** – Only genuine exact replacement parts used for your equipment.
- **Expert maintenance support (Platinum)** – Only factory-trained field service engineers repair and maintain pharmaceutical systems in compliance with ISO, GMP, ASME, BPE service & operating procedures.

Service Plan	Silver	Gold (US Only)	Platinum (US Only)
<b>Hardware and Software Engineering Phone Support</b>	√	√	√
<b>System Specific Maintenance &amp; Spare Parts Kit</b>		√	√
<b>Preventive Maintenance Visit</b>			√
<b>Auditable Service Reports for full traceability</b>			√
<b>Repair Visits</b>			Unlimited
<b>Optional: Add-on Services</b>	Verification, Calibration, Sanitization, additional Preventive maintenance visits, etc.		
<b>Optional: Add-on Consumables</b>	A consumable delivery program can be combined with all service plans		

**Focus 100% on production** – The preventive maintenance visit ensures a comprehensive checkup of all your system's parameters. In addition, components that are heavily used are proactively changed with the system specific maintenance kit. This ensures that your process equipment is always working in optimal conditions.

**Predicted and control running costs** – Avoid untimely extra costs, by taking up our best-in-class Platinum Service. This all-inclusive plan allows you to work in a risk-free environment, where everything is covered.

**Complete peace of mind** – With our service plans, you do not have to deal with long delays in your production schedule due to system downtime as we will be available 24/7 to answer any questions or take full care of your system and ensure it is always in top operating condition.

### Ordering Information

To select the proper service plan for your system, please contact [Service@bpesys.com](mailto:Service@bpesys.com) to discuss and help you design the plan best adapted to your needs.

**P: 1-978-483-0943**



# BioPharm

## Engineered Systems

A Critical Process Systems Group Company

P: 978-691-BPES (2737) - 200 Bulfinch Drive Andover Ma. - [www.bpesys.com](http://www.bpesys.com)

*Added Security, Enhanced Performance, Extended Lifetime*

### The following comprehensive packages of outstanding features are also included in the Gold and Platinum Service plan:

These Service Plans are designed for equipment located in regulated environments following guidelines such as current Good Manufacturing Practices (cGMP). The base (*Silver*) plan contains 24/7 support for your equipment and is a great way to ensure your equipment stays up and running. Some other options included but not limited to are:

- ▶ **Priority customer status** – As a BPES service plan holder, you will benefit from priority status for any requests you might have in addition to your planned annual preventive maintenance visit.
- ▶ **Technical support hotline (*Silver*)** – We will provide our customers with a phone number to call 24 hours a day 7 days a week. Within 24 hours our In-house support experts will return the call to diagnose, investigate, and solve customer issues, and to schedule visits when required. Technical support hotline excludes post-FAT Process Engineering (e.g. development of phases & recipes) support. Post-FAT Process Engineering support can be quoted separately.
- ▶ **PCI Software (*Silver*)** – Included with all service plans is our 24/7 phone support for mechanical, electrical or software issues. A capable engineer will return your call within 48 hours. In addition to phone support; Equipment using our *Process Control Interface* most users will benefit from diagnostics done through point-to-point or remote, secure web-based access to your equipment.
- ▶ **Original OEM parts (*Gold/Platinum*)** – Only genuine exact replacement parts are used to service your equipment. These parts are produced in manufacturing sites where they have passed stringent factory quality control checks. Most critical parts are provided with multiple Certificates such as: USP Class VI, Surface finish, Electro Polish, Passivation, Certificate of Conformity, General MTR's, Etc.
- ▶ **Calibration certificates (*Gold/Platinum*)** – Calibration certificates are available upon request to certify that monitoring devices are properly calibrated with traceability to national and international standards.
- ▶ **Expert maintenance support (*Platinum*)** – Only factory-trained field service engineers repair and maintain pharmaceutical systems in compliance with ISO, GMP, ASME, BPE service & operating procedures.
- ▶ **Service history traceability (*Platinum*)** – A field service report is edited and recorded after each maintenance visit, providing post-visit traceability and helping to prevent possible failures.
- ▶ **Maintenance procedures (*Platinum*)** – Log files enabling full traceability of critical system components.
- ▶ **Qualification test equipment (*Platinum*)** – All test equipment needed for qualification is calibrated according to metrological norms with traceability to the international standards.

### All Service plans can be completed with additional customized services such as:

- ▶ Scheduled consumables and parts shipment
- ▶ Verification and/or calibration of monitoring devices
- ▶ Pharmacopeia suitability tests on monitoring devices
- ▶ Storage and distribution loop sanitization
- ▶ Customized user training
- ▶ Extended system guarantees
- ▶ Additional preventive maintenance visits