



Cultivation Systems From Discovery to Production



Engineering for Life



Workflow Optimization & Application Support

Applikon employs a team of bio-process experts. This team is available to give you advice on basic or advanced process optimization questions involving process scale-up, aeration, mixing, temperature, pH and Dissolved Oxygen control and other process controller settings. Our in-house laboratory is equipped to run cultures and mimic your process conditions to be able to advise you based on hands-on experience.

You prefer we come to you to help improve your current workflow and bio-processes or even set-up complete new ones, please contact us and we will be your partner.

Quality & Compliance

All Applikon equipment is tested thoroughly throughout the manufacturing process. During our in-house verification processes we perform comprehensive tests on all Applikon equipment. All quality documentation is supplied with our systems.

The quality documentation is setup in such a way that it is ready to use for your validation and qualification process. Tailored to your requirements we can assist with Factory Acceptance Tests (FAT), commissioning, Site Acceptance Test (SAT), IV/OV. We bring over 40 years of experience with cGMP and EUDRALEX in verification, validation and qualification.

We can assist you from the start of your project, our projects department can assist in defining your requirements. It will make your life easier knowing that our experts in the bioreactor field have defined your URS so no detail is overlooked and all specifications are realistic and achievable.

AppliCare | Total Process Control for You

With Applikon, service goes beyond replacing gaskets. Service is about in-depth product knowledge to be able to spot potential issues before they cause a problem. Service is an investment in reliable equipment, a reliable process and about providing advice to the customer to help improve efficiency. Applikon has built a company based on Service. Applikon can make the difference to your process.

AppliCare is designed to support you in the most optimal way. In AppliCare you will find our complete service offer to ease your daily challenges.

AppliCare contains

- Workflow Optimization & Application Support
- Quality & Compliance
- Standard Service
- Extended Warranties
- Installation, Relocation and Retrofitting Services
- On-Demand Service



Standard Service

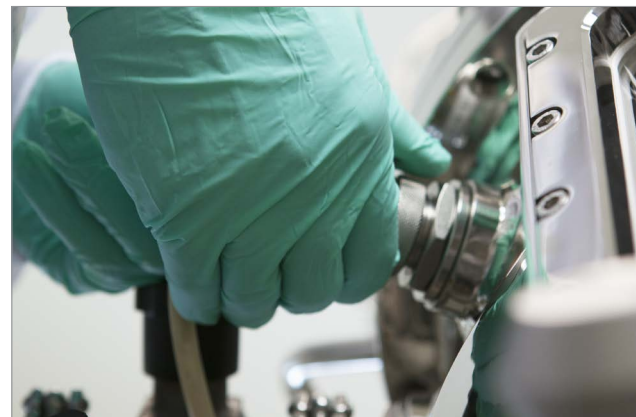
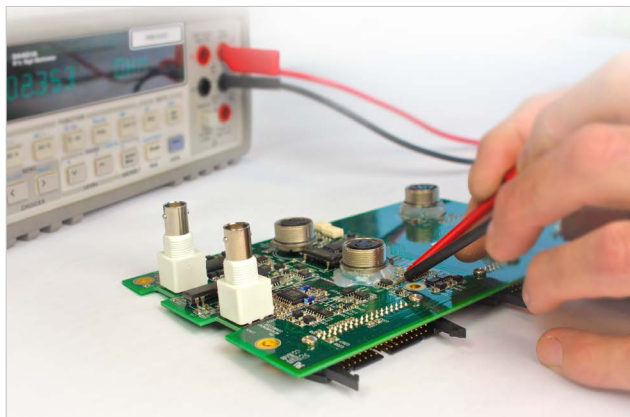
All Applikon equipment is guaranteed for one year after delivery against defective materials and workmanship. All component parts of our products are covered by this warranty, except for normal consumable items such as glassware, sensors, O-rings and gaskets etc. Warranties are also voided by unauthorized disassembly of equipment.



Extended warranties

We are happy to extend our warranty for an additional 4 years when we are sure the equipment is well maintained by an Applikon factory trained service technician. We can offer you our 5 Year Service Plan with following features:

- The 1 year standard warranty from delivery date is extended with an additional 4 years, bringing the total warranty period to 5 years.
- Within this service plan an Applikon factory trained service technician will visit your site one year after installation and 3 successive years to perform a Preventive Maintenance.
- During this Preventive Maintenance visit the equipment is inspected and wear and tear parts are replaced. Calibration of sensor inputs is verified, mass flow controllers (if present) and electronics are checked for accuracy.
- Travel-, working hours and parts used for Preventive Maintenance are included.
- Software and firmware updates are included to give you access to all the extra functionality that we develop over time.
- 20% discounted rate for Applikon organized training and seminars as a bonus.
- Precedency with all Service requests.



Installation, Relocation and Retrofitting Services

- The Applikon installation team will assist you in unpacking the equipment and verifying that all components are in the right condition after shipping and storage. After this initial inspection the installation team will assist in installing the equipment in the designated location. We can assist in connecting the systems to the site utilities and verifying that the utilities are of the right quality. After connecting the equipment, the installation inspection will be done. This inspection will make sure that the systems are properly placed, well connected and are ready to go. Following this is a functionality test to show that the system performs as specified when ordered.
- When you need to relocate your bioreactor system, our after sales support team can assist you with this. Your advantage is that the relocation will be done with a minimum of down time and once relocated your equipment is tested and ready to go. Our de- & re- commissioning service includes, access check, utilities check, customer regulations check, siting assistance, verification of and connecting to connections utilities, functionality tests and start up test procedures. Of course all these actions are fully documented to keep your system in a validatable situation.
- With our service plans, your bioreactors will last for many years. After many years of use, you may want to consider a controller upgrade to make use of new electronic and software functionality. We can offer different solutions for this. Options are: Controller replacement, Actuator replacement/upgrades, Sensor replacement/upgrades. These replacements offer an upgraded and updated bioreactor system that is ready to go for a number of years. Upgrades can be done in our factory or at your site. Contact your local Applikon office for details and options.

On-Demand Services

Applikon equipment is manufactured to the highest standards using carefully selected quality components. To ensure a long, trouble free life of your bioreactor, we recommend a regular annual service check as a preventive rather than any corrective procedure.



Preventive Maintenance

A complete annual service check of all components, performed by an Applikon factory trained service technician, complete with calibration checks and functionality tests for the bioreactor, its control system and its software. All tests are documented to provide you and us with a service history of your bioreactor. For all Applikon equipment we have a "fixed price" for an on-demand Preventive Maintenance.

Software Support

Our experts will assist you in writing advanced control statements and developing control recipes for your processes. This will allow you to make optimal use of your bioreactor system and will give you better results in a shorter time.

Non-Applikon Equipment Support

We are willing to service non-Applikon bioreactor systems when possible. When you need high quality, fast and knowledgeable support to get the most out of your bioreactor systems, talk to us we are able to assist you. Our "On-line Helpdesk" supplies our local sales and service organizations with the latest information about our products. The Helpdesk holds all technical service drawings manuals so all our service engineers have the most up-to-date information at their fingertips when they perform field service. A special section of our On-line Helpdesk is available for customers. This section contains user manuals, white papers, demo versions of software, trouble shooting tips and training programs.

Phone Support

Being a truly global operation Applikon can offer you 24 hours a day, five days per week (Mon-Fri) telephone support. Our offices in The Netherlands, UK and USA work together in giving you the best customer experience possible. Whatever the time of day (or night), there is always an Applikon office open and our trained support staff is available for you to answer your questions and trouble shoot your issues.

Applikon Academy | Be the Expert

Get trained and be ready!

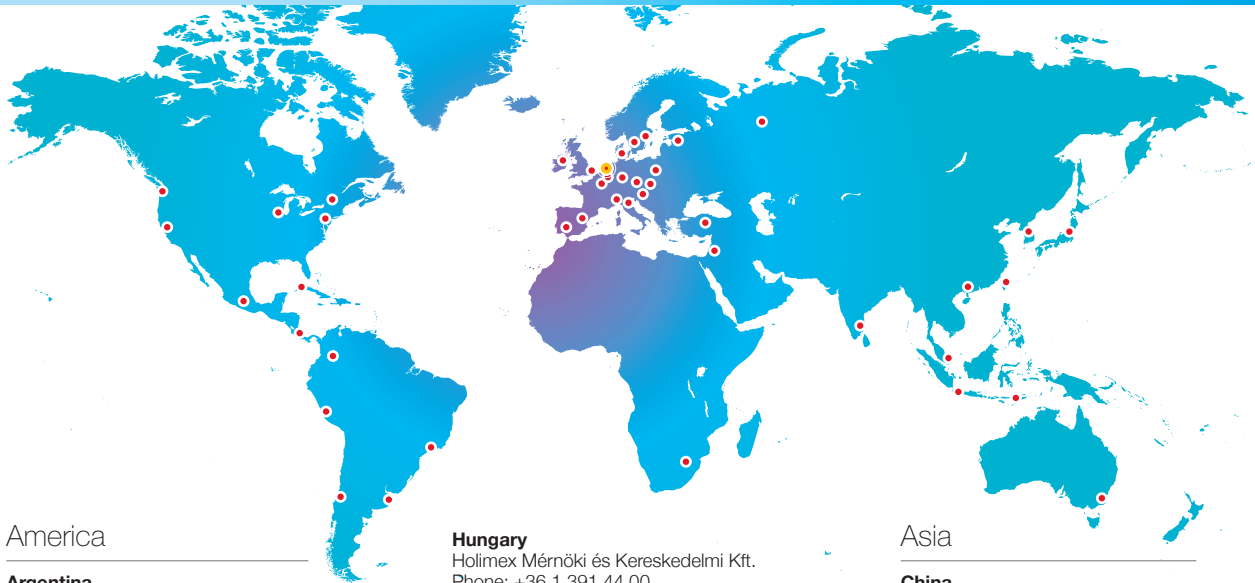
Well-trained scientists, operators, and engineers make sure that our systems are fully exploited. In our vision, training and instruction on how to handle our scientific equipment to make optimal use of its capabilities is not a one-time occurrence, but needs to be repeated on a regular basis. That's why we created a curriculum that can fit your needs. This ranges from educational hands-on and theoretical "Fermentation & Cultivation" sessions, to advanced SCADA/PIMS software training. Our team of bio-process experts is ready to give you advice on basic or advanced process optimization questions, including process scale-up, aeration, mixing, temperature, pH and Dissolved Oxygen control, plus other process controller settings. Our in-house laboratory is equipped to run cultures and mimic your process conditions so that recommendations can be drawn up for you based on hands-on experience. Through our Workflow Optimization Assessment we can even design training programs for your employees as well as put together a curriculum for you.

Training can also be held at your facility for a private training session, or in a central location near you for general access. Customized training can be organized on demand, focusing on your specific process challenges. You can ask us to come to you to help improve your current workflow and bio-processes or even set-up completely new ones. Please contact us and we will be glad to act as your partner.

Training courses available now!

- Basic Cultivation course
- Advanced Cultivation course
- Scale-down and Screening Methods
- Advanced Process Control training
- Basic Lucullus PIMS training
- Advanced Lucullus PIMS training





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Engineering for Life
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