



Miltenyi Biotec

Instrument service contracts

Expert care for the tools you trust

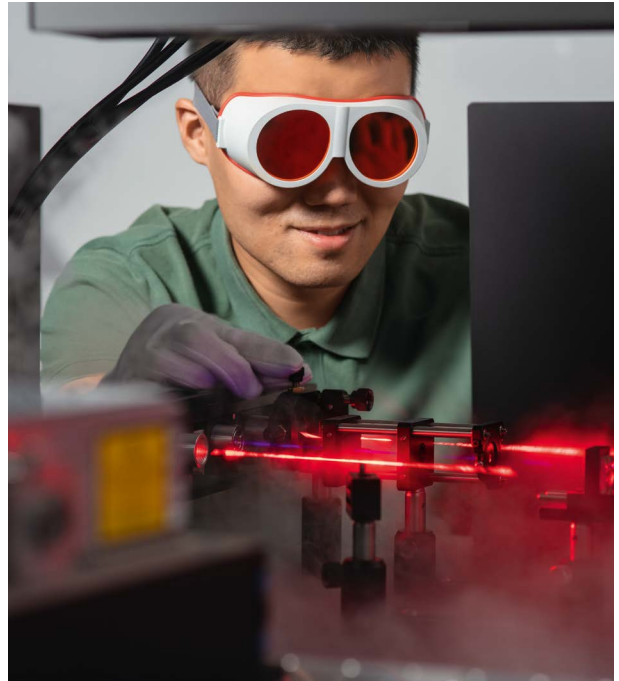


High-performance technology also means excellence in service

Designed to operate in today's fast-paced laboratories and meet quality and robustness demands of cell and gene therapy, Miltenyi Biotec instruments are engineered for precise operation, uncompromising dependability, and long-lasting durability. An integral part of that reliable performance is the regular service and care that keeps your Miltenyi Biotec instrument functioning at its optimum.

Therefore, each Miltenyi Biotec instrument – from indispensable analyzer to high-throughput cell handler – is complemented by a suite of service contracts that maintain it in top shape. A Miltenyi Biotec service contract is the easiest way to ensure continuity and productivity in your lab.

- Establish reliable and continuous instrument uptime
- Extend the operational lifetime of your instrument
- Minimize unexpected repair and maintenance costs
- Count on high-quality instrument data and outcomes



Three service contract tiers to match use and compliance needs

Services	Essential Service	Always-On Service	High-Compliance Service
Preventative maintenance	Instrument-specific	●	●
Software update	●	●	●
Repair Service	●	●	●
Technical Support	●		
Technical Support 24/7		●	●
Requalification			●

What do services entail?

The foundation of Miltenyi Biotec service contracts is a three-tiered structure that captures most use scenarios of Miltenyi Biotec instruments, from sample preparation and flow cytometry to cell manufacturing and imaging. Each tier offers a different level of maintenance, repair, and other services appropriate for different levels of use and applications.

Maintenance involves regular, planned visits to check instrument performance and replace wearing parts. Costs associated with these visits, such as labor, travel, and parts, are covered by the corresponding service contract. All agreement levels cover expenses in the case of a technical problem that requires **repair**.

Additional services are available for certain instruments and situations. For example, instruments that are more susceptible to wear and tear due to high throughput can be complemented with a service contract that offers additional maintenance visits. Instruments that operate in cell manufacturing environments, where sample quality and integrity must be safeguarded at all times, include the option of an enhanced service contract that includes 24/7 technical support.

The following pages outline the service contract options available for the different Miltenyi Biotec instrument families.



Reliable sample preparation starts here

The gentleMACS™ Dissociator family uses a gentle yet effective technique to generate viable single-cell suspensions and homogenates from virtually any tissue sample. The three benchtop instruments – the gentleMACS, gentleMACS Octo, and gentleMACS Octo with Heaters – are held in top shape with two levels of service contracts. The Premium service offers the option of a loaner instrument in the event that your device requires offsite repairs.

Services	Essential Service	Essential Service Premium
Preventative maintenance	●	●
Software update	●	●
Repairs (including labor, travel, and parts)	●	●
Loaner equipment		●
Technical Support	●	●



Confidence in cell separation, no matter the throughput

The autoMACS® NEO Separator, MultiMACS™ Cell24 Separator Plus, and MultiMACS X partially or completely automate cell separation at different throughput levels. Accommodating a range of starting materials, they deliver highly standardized,

reproducible, and efficient cell separation. Service contracts cover important aspects of each instrument’s maintenance. Additional services, such as one-time maintenance or installation support, can be purchased on demand.

Services	Essential Service	Essential Service High Throughput	Preventative Maintenance
Preventative maintenance*	●	●	●
Software updates	●	●	●
Repairs (including labor, travel, and parts)	●	●	
Technical Support	●	●	●
Loaner equipment			
Additional visits per year to replace standard valves		●	
Instruments covered	All	autoMACS NEO Separator	autoMACS NEO Separator MultiMACS X Separator

*Provided once a year for the autoMACS NEO Separator, twice a year for the MultiMACS X Separator, not provided for the MultiMACS Cell24 Separator Plus



Worry-free flow cytometry and cell sorting

The MACSQuant® family of instruments combine multisample and multiparameter analysis with unrivaled ease of use in an ultra-compact design. Each flow cytometer – MACSQuant Analyzer 10, MACSQuant Analyzer 16, MACSQuant X and MACSQuant VYB – as well as the MACSQuant Tyto®

Cell Sorter offers unique capabilities and throughput for the cell analysis and sorting needs of any lab. Several levels of service contracts safeguard the performance of your device. Additional services, such as a one-time maintenance visit, can be purchased on demand.



Services	Essential Service	Always-On Service	High-Compliance Service	Preventative Maintenance
Preventative maintenance (twice a year)*	●	●	●	●
Software updates	●	●	●	●
Repairs (including labor, travel, and parts)	●	●	●	
Technical Support	●			●
Technical Support 24/7		●	●	
Requalification			●	
Instruments covered	All	All except MACSQuant Tyto	All except MACSQuant Tyto	All

*Once a year for the MACSQuant Tyto.

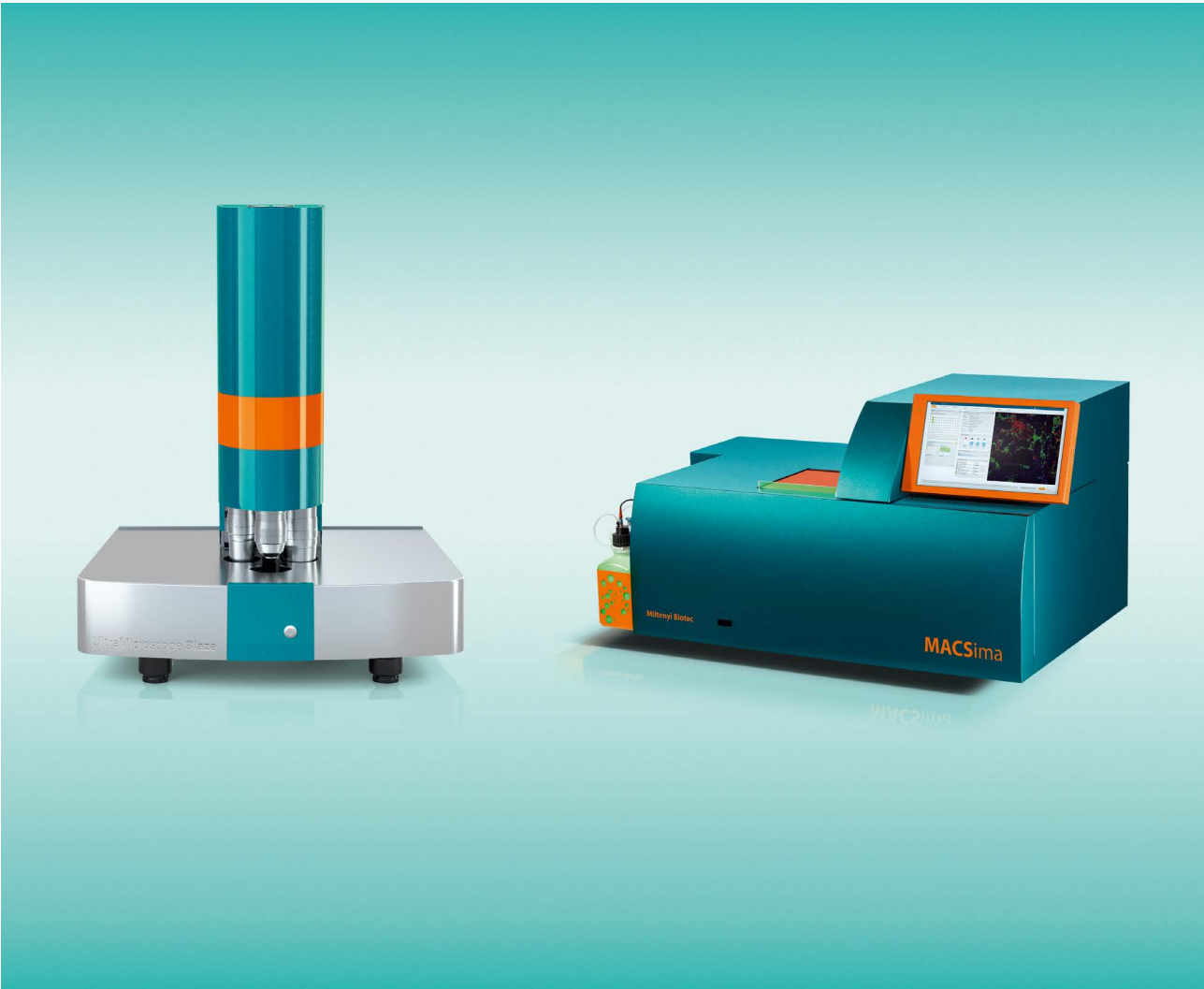
Seamless imaging of complex biological samples

From automated 3D light sheet imaging to high-plex spatial protein (and RNA) profiling, the MACS Imaging and Spatial Biology portfolio helps researchers understand nature’s complexity. Your imaging work remains seamless and uncomplicated with a set of service contracts designed for the MACSima™ Platform,

UltraMicroscope Blaze™, and UltraMicroscope II. Additional services, such as one-time maintenance or installation and configuration support, can be purchased on demand.

Services	Essential Service	UltraMicroscope II and Blaze Preventative Maintenance	MACSima Preventative Maintenance
Preventative maintenance*	●	●	●
Software updates	●	●	●
Repairs (including labor, travel, and parts)	●		
Technical Support	●		●

*Twice a year for the MACSima Platform



Accelerating to safe and reproducible cell manufacturing

Automated manufacturing is key to expand the use and scope of modern cell therapy products. Miltenyi Biotec’s cell manufacturing portfolio has been a catalyzing technology in this area, offering a fully enclosed production milieu for the separation, transduction, electroporation, culture, and harvest of cell products. Maintaining optimal performance of CliniMACS® instruments – CliniMACS Prodigy®, CliniMACS Plus, and CliniMACS Electroporator – is essential to guarantee the safety of their products. Find the right service options for your application.

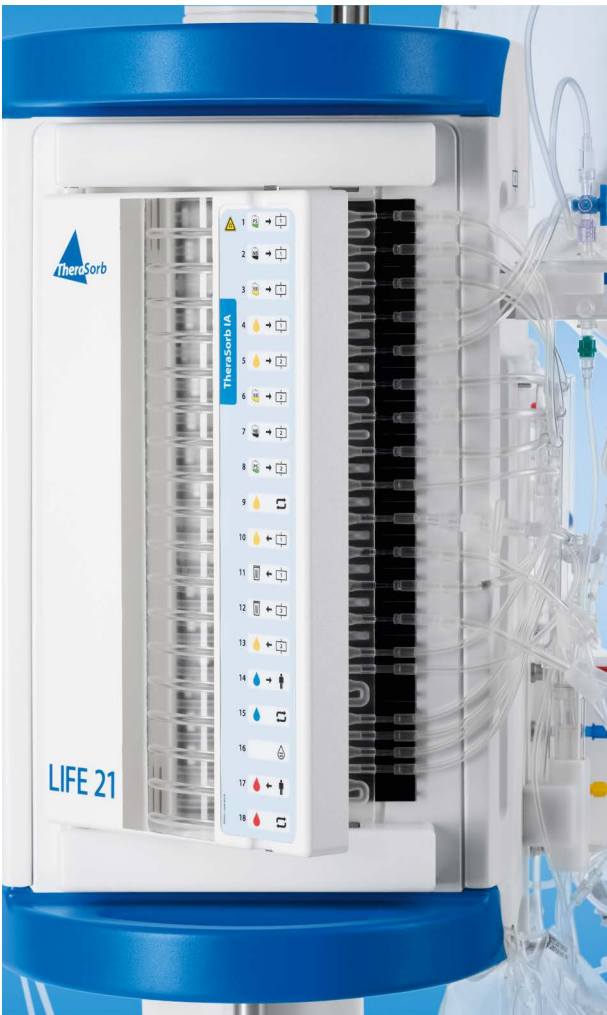


Services	Essential Service	Essential Service Premium	Always-On Service	High-Compliance Service	Preventative Maintenance
Preventative maintenance (twice a year)	●	●	●	●	●
Software updates	●	●	●	●	●
Repairs (including labor, travel, and parts)	●	●	●	●	
Loaner equipment		●			
Technical Support	●	●			●
Technical Support 24/7			●	●	
Requalification				●	
Instruments covered	All	CliniMACS Plus	All	All	All



Therapeutic apheresis in expert hands

The all-in-one apheresis units LIFE 18™ and LIFE 21® perform therapeutic plasma exchange. Using specific TheraSorb® adsorbers, they also selectively remove pathogenic substances from plasma. Both instruments are complemented by the appropriate service contract for their intended use.



Services	Always-On Service	Preventative Maintenance
Preventative maintenance (twice a year)	●	●
Software updates	●	●
Repairs (including labor, travel, and parts)	●	
Technical Support 24/7	●	●

Expert support so you can focus on success

Customer success is our highest priority. Miltenyi Biotec instrument owners can speak to our technical support experts from anywhere in the world and through various channels – phone, email, chat, or even in real-time directly from some instruments.

All our products include support during local office hours, Monday through Friday, except on local public holidays. Some instruments have the option of purchasing a service contract that extends that service to include also weekends (24/7). Finally, the on-demand services listed below can also be purchased.

Service	Covered instruments
Installation	All
Installation Qualification/Operation Qualification (IQ/OQ)	MACSQuant Analyzer, MACSQuant Tyto, CliniMACS Plus, CliniMACS Prodigy, CliniMACS Electroporator, CliniMACS Formulation Unit, GentleMACS Octo with Heaters
Operation Qualification (OQ)	autoMACS NEO, MultiMACS X, MACSQuant Analyzer, MACSQuant Tyto, CliniMACS Plus, CliniMACS Prodigy*, CliniMACS Electroporator
One-time Preventive Maintenance	autoMACS NEO
Valve replacement	autoMACS NEO

*including CliniMACS Formulation Unit

Our commitment to care for your instrument and experience

Your Miltenyi Biotec instrument is designed to become an integral and steadfast part of your research, development, and manufacturing work.

Our commitment to care for your instrument starts the day it is installed and can be expanded or extended based on its intended use.

Year 1: free and fitting care

Free of Charge	Purchase Add-on "Always-On" ²	Purchase Add-on "High-Compliance" ²
<ul style="list-style-type: none"> • Repair service • Technical support • Software update service • Preventative maintenance (including replacement parts)¹ 	<ul style="list-style-type: none"> • 24/7 technical support 	<ul style="list-style-type: none"> • 24/7 technical support • Requalification after repairs and mandatory upgrades

In the first year of owning a Miltenyi Biotec instrument, we take care of software updates and repairs, and stand by you with technical support. Need additional support? You can simply add on services. Talk to us to learn how.

Year 2 and onward: the right care for your intended use

Essential Service Contract	Always-On Service Contract ²	High-Compliance Service Contract ²
<ul style="list-style-type: none"> • Preventative maintenance (including replacement parts) • Software updates • Repair service (including spare parts, labor, travel) • Technical support 	<ul style="list-style-type: none"> • Services of Essential Service Contract plus 24/7 technical support 	<ul style="list-style-type: none"> • Services of Always-On Service Contract • Requalification after repairs and mandatory upgrades

After the first year, maximize the value that your Instrument brings to your research and development by coupling it with the right service contract for your intended use.

¹ Excludes gentleMACS, gentleMACS Octo, CliniMACS Plus, and CliniMACS Prodigy

² Available for CliniMACS Plus, CliniMACS Prodigy, and MACSQuant Analyzers



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Unless otherwise specifically indicated, Miltenyi Biotec products and services are for research use only and not for therapeutic or diagnostic use.

The CliniMACS System components, including Reagents, Tubing Sets, Instruments, and PBS/EDTA Buffer, are designed, manufactured and tested under a quality system certified to ISO 13485.

In the EU, the CliniMACS System components are available as CE-marked medical devices for their respective intended use, unless otherwise stated. The CliniMACS Reagents and Biotin Conjugates are intended for *in vitro* use only and are not designated for therapeutic use or direct infusion into patients. The CliniMACS Reagents in combination with the CliniMACS System are intended to separate human cells. Miltenyi Biotec as the manufacturer of the CliniMACS System does not give any recommendations regarding the use of separated cells for therapeutic purposes and does not make any claims regarding a clinical benefit. For the manufacturing and use of target cells in humans, the national legislation and regulations – e.g. for the EU the Directive 2004/23/EC ("human tissues and cells"), or the Directive 2002/98/EC ("human blood and blood components") – must be followed. Thus, any clinical application of the target cells is exclusively within the responsibility of the user of a CliniMACS System.

In the US, the CliniMACS CD34 Reagent System, including the CliniMACS Plus Instrument, CliniMACS CD34 Reagent, CliniMACS Tubing Sets TS and LS, and the CliniMACS PBS/EDTA Buffer, is FDA approved as a Humanitarian Use Device (HUD), authorized by U.S. Federal law for use in the treatment of patients with acute myeloid leukemia (AML) in first complete remission. The effectiveness of the device for this indication has not been demonstrated. Other products of the CliniMACS Product Line are available for use only under an approved Investigational New Drug (IND) application, Investigational Device Exemption (IDE) or FDA approval.

CliniMACS GMP MicroBeads are for research use and *ex vivo* cell processing only.

CliniMACS MicroBeads are for research use only and not for human therapeutic or diagnostic use.

autoMACS, Blaze, CliniMACS, CliniMACS Prodigy, gentleMACS, LIFE18, LIFE21, MACS, MACSQuant, MACSima, MultiMACS, TexMACS, TriM Scope, Tyto, Vectofusin and the Miltenyi Biotec logo are registered trademarks or trademarks of Miltenyi Biotec B.V. & Co. KG and/or its affiliates in various countries worldwide.

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