



# Protecting Investments and Maximizing Equipment Productivity

**A Comprehensive Approach to Planned and Preventative  
Maintenance**

## Engineering Experience and Expertise

SP Service offers an exceptional depth of expertise to help keep all equipment performing at its very best. We are recognized experts in applications, methodologies, laboratory and manufacturing processes, and many other areas that directly impact your facility's day-to-day operation. Many of the support services we provide to customers are business critical and provide assurance that SP will be available when and where needed.

This includes customer training and consultancy, relocation assistance and a tailored range of service agreements, all delivered by experienced and highly trained service professionals.

Whether you're looking for a manual, submitting a routine maintenance request, checking the status of your warranty or service contract, or inquiring about spare parts, you can contact our SP Service team for support.



### Trusted Partner

- 50+ trained and certified global service team members

### Industry Knowledge

- State-of-the-art biopharma and life science equipment
- Fill-finish drug manufacturing, research, pilot and production applications

### Expertise

- Over 200 years of combined experience in refrigeration, vacuum technology, automation and controls
- Knowledgeable in GAMP5 requirements

### Value

- Remote assistance using AR and other technologies for real-time support
- Comprehensive and customizable plans to meet budget and requirement

# Comprehensive Service and Support Agreements

SP Service offers a comprehensive range of service agreements, including customized options as required, to suit specific needs and budgets. All are backed by the assurance, safety, and security of an ISO 9001:2015 certified company. With an SP Service agreement, you can save money whilst maximizing equipment uptime and productivity. Our standard programs which can be tailored to your needs include:

- 1
HYPERCARE  
PACKAGE

***A Fully Tailored Solution to Suit Your Precise Needs***

  - Premium all-inclusive solution which begins with equipment install
  - Start-up assistance, operator training, on-site assistance
  - Full coverage of repairs, preventative maintenance, and technical support
  - Agreed response times
  - Critical spares package to maximize uptime
  
- 2
GOLD  
PACKAGE

***An All-Inclusive Fixed Price Plan***

  - Annual or bi-annual preventative maintenance, scheduled at your convenience
  - Repair maintenance at no additional cost
  - Priority response time
  - Technical support
  - Total peace of mind when uptime is critical
  
- 3
SILVER  
PACKAGE

***A Preventative Maintenance Fixed Price Plan With Added Benefits:***

  - Annual or bi-annual preventative maintenance, scheduled at your convenience
  - Repair maintenance at discounted rate
  - Express response time
  
- 4
ON-DEMAND  
SERVICE

***All Service and Support Quoted on an As-Needed Basis***

**CONTACT**

Please contact our Service Agreement team directly for more information at [service.contract@spscientific.com](mailto:service.contract@spscientific.com)

### **SP Hull & SP i-Dositecno**

#### PRODUCTION EQUIPMENT

- External Vial Washers
- Sterilization Tunnels
- Filling, Stoppering & Capping Equipment
- Loading & Unloading Systems
- R&D & Production Freeze Dryers
- Tray Loaders & Ancillary Equipment



### **SP VirTis**

#### FREEZE-DRYING

- Benchtop Freeze Dryers
- Manifold Freeze Dryers
- Pilot Scale Freeze Dryers



### **SP Genevac & SP Hotpack**

#### LABORATORY EQUIPMENT

- Evaporators
- Stability Chambers
- Glassware Washers



### **SP FTS**

#### THERMAL MANAGEMENT

- Recirculating Chillers
- Cold Airflow Devices
- Low Temperature Baths, Traps & Probe Devices



# Protect Your Investment and Manage Regulatory Requirements

Beyond repair and preventative maintenance, SP offers a variety of other services to ensure our customers meet rigorous regulatory expectations.

## Local Presence with Global Expertise

Together with our channel partners, SP operates in countries all over the globe, with a dispatch system to optimize coverage by service professionals, and immediate telephone support to assist you with SP products. We have also introduced features such as AR-Assisted Technology for some product lines to allow remote and real-time technical guidance and troubleshooting.

## Parts When and Where You Need Them

Our dedicated logistics specialists ensure the quality and availability of parts, allowing SP to achieve greater on-time delivery performance for service parts to locations throughout the world. With SP, your solution is just a call, email, or video communication away.

### INSTALLATION AND VALIDATION SERVICE

- Assistance with equipment installation, start-up and commissioning
- Site acceptance testing, Installation Qualification (IQ) & Operational Qualification (OQ) testing

### AFTER SALES SERVICES

- Spare part kits and change parts to minimize your downtime
- Maintain performance by using Original Equipment Manufacturer (OEM) parts from SP

### TRAINING AND EDUCATIONAL RESOURCES

- Training is essential in regulated industries
- Routine training and proof of training are a regulatory expectation
- Partner with SP for your routine and annual training programs

### REMOTE SUPPORT AND TROUBLE-SHOOTING ASSISTANCE

- Our engineers are available to support your troubleshooting
- Our AR-Assisted Technology can provide real-time remote assistance to minimize costly downtime

## Our Training & Education Center of Excellence

We recognize the investment you have made purchasing and installing our systems. We will help you maximize the return on your SP equipment by assuring your personnel are fully trained in operation and maintenance.

Our training courses can be customized to fulfill all of your service and learning needs.

### Hands-On Training

Our laboratory course focuses on following the freeze-drying process from formulation and thermal analysis to cycle development and optimization, packaging and troubleshooting. Attendees have the chance to optimize their learning experience by using tangible applications in a controlled setting.

#### Course Objectives At-A-Glance:

- Initial cycle development and optimization
- Formulation considerations and characterization
- Utilizing differential scanning calorimetry and freeze-drying microscopy in cycle development
- Creating and running freeze-drying cycles
- Troubleshooting problematic cycles
- Considerations for transferring freeze drying cycles from one lyophilizer to another
- Vial headspace analysis

### Start-Up Service & Operator Training

On-site system start-up, initial training and assistance is conducted by an SP Field Service Engineer once the unit is in its final location, with all required utilities connected.

#### Course Objectives At-A-Glance:

- Verification of utilities and system-diagnostic testing, leak rate testing, and function testing
- Installation and services check, and operator software training
- Semi-automatic, automatic cycle, diagnostic cycles, data monitoring, retrieval and alarm settings
- Component overview and operator maintenance

### Remote Training

A 7-module package scheduled in segments at your convenience and designed to facilitate discussion on theory, application, and best practice.

#### Course Objectives At-A-Glance:

- Data analysis and problem solving using real-life case studies
- Best practices will be introduced and reinforced based on latest industry knowledge and principles of good freeze dryer design

## Relocation Services Made Simple

When you need to reconfigure or relocate your manufacturing or laboratory space, SP service professionals are here to help.

With over 200 years of combined experience, SP considers aspects that are often overlooked and has developed a full-service solution. Helping you keep your SP equipment performing optimally is our goal.



**Relocation services can be customized to your specific needs - an example scenario includes:**

### Site 1



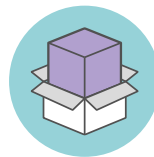
Layout Consultation



Performance Verification



Deinstallation



Packing Assist

### Site 2



Reinstallation



Performance Verification



Preventative Maintenance



Compliance Testing

## Maximize Uptime

Maximize equipment productivity through preventative maintenance and tailored service solutions.

## Eliminate Administrative Hassles

One purchase order covers all service needs for the whole agreement period and allows budget forecasting for future years.

## Budget Wisely

Service agreements offer fixed pricing to ease budgeting and forecasting for support needs. No matter how many repair visits or replacement parts you may need, your agreement covers it all.

## Schedule Services Automatically

SP will contact you to schedule service on all equipment under your service agreement, allowing seamless performance year after year.

## Save Time

Spend more productive time in your laboratory or manufacturing facility doing what you do best.



### Contact SP:

#### Corporate Headquarters

SP Scientific Products  
935 Mearns Road  
Warminster, PA 18974 USA  
Int: +1-215.672.7800  
US Toll Free: 800.523.2327  
service@spscientific.com

[www.scientificproducts.com](http://www.scientificproducts.com)

