

Post-Warranty Service Contract Plans

MOTIV® Inline Buffer Formulation System



Thank you for purchasing a MOTIV Inline Buffer Formulation (IBF) System from Asahi Kasei Bioprocess. You can expect this asset to drive down your operational costs over the next 7 to 10 years, and to ensure trouble-free operation, we offer service contract plans to keep your IBF System in proper working condition after the warranty expires.

We recommend the Platinum level for frequent users (e.g., users with multiple cycles per week). Please contact your local account manager for pricing information.

Service Level	Service Contract		
	Silver	Gold	Platinum
Catalog Number	SRV-231	SRV-232	SRV-233
Unlimited phone/email support	✓	✓	✓
Remote software support	✓	✓	✓
Annual preventative maintenance (PM) visit	X	✓	✓
Spare parts used in PM	X	X	✓
One emergency support visit	X	X	✓
Software hotfixes	X	X	✓

Technical Client Services

Technical Client Services (TCS), is a customer-centric interface to our product and science experts. Our TCS team will guide your process and engineering needs as your personal liaison for inquiries.

Contact us to learn more about how TCS can support your virus filtration and downstream processing equipment needs.

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