

## Your Success is Our Priority.

Maximize uptime. Minimize Disruption. Always supported.



At Fresenius Kabi, we understand that every minute counts when it comes to cell therapy manufacturing. That's why our service and support solutions are designed to keep your operations running smoothly.

- Hotline support for urgent needs
- Proven service experience
- Flexible service contract options

**Processing issue during a critical procedure?**

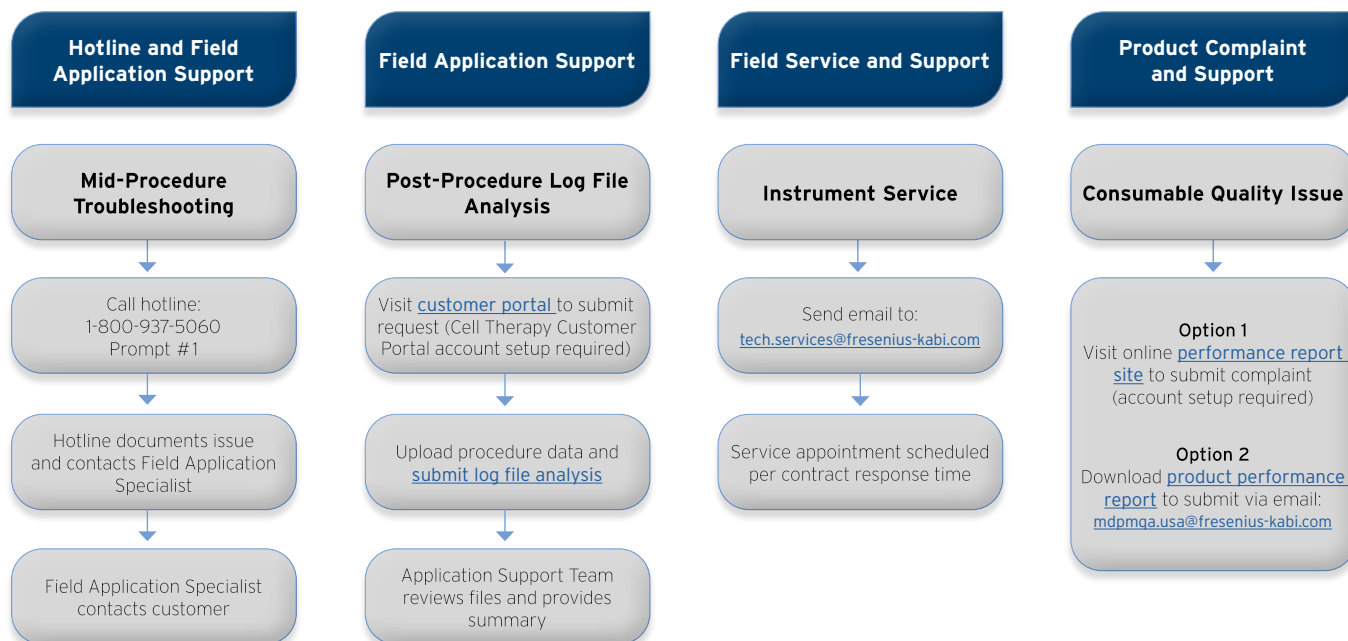
**Call the Hotline**

**1-800-937-5060**

Prompt #1

## Reach the Right Team

From urgent support to routine service, we're here to ensure your instruments perform at their best—so you can focus on what matters most: **advancing cell therapy**.



# Hotline Hours of Operation

Day	Time (CST)	Your call will be forwarded to the Field Application Specialist (FAS) team as follows:
Monday through Friday	9AM - 5PM	FAS team will call back within the same business day of notification from the Hotline
	5 PM - 7PM	Off-hours, FAS will attempt to respond within the same business day If no response, expect a call from FAS by the next business day
	7PM - 9AM	Off-hours, FAS will respond on the next business day
Weekends and Holidays		Off-hours, FAS will respond on the next business day

## Information Needed for Hotline and Service Support:

- » Contact Details (Name, Email, Phone Number)
- » Customer Site
- » Customer City and State
- » Instrument Type (Lovo or Cue)
- » Serial Number
- » Are you in the middle of a procedure?
- » Do you need a call back immediately, or is a call back tomorrow acceptable?
- » Issue Description, including Alert Codes

# Flexible Service Contract Options Tailored to Your Needs

Plan	Support Hours	On-Site Response Time <sup>1</sup> (Business Days)		IQ/OQ/Preventative Maintenance (PM)	Additional Services
		Non-functioning Instrument	All Other Requests		
Premium Plus <sup>2</sup>	Monday - Sunday 24 hours	Next Day	3	One annual IQ/OQ/PM <sup>3</sup> is included with each service contract	Additional IQ/OQ/PMs and instrument relocation services may be available upon request  Discounted pricing is offered for instrument(s) that have an existing service contract  Inquire for pricing and availability
Premium <sup>2</sup>	Monday - Sunday 24 hours	3	7		
Standard	Monday - Friday 8:00a - 5:00p (Local time)	7	14		

<sup>1</sup>Requests for service for instruments not covered by a service contract may be deprioritized based on other contractual obligations. Response times for instruments not covered by a service contract may be longer than 7 business days (non-functioning instrument) and 14 business days (all other requests).

<sup>2</sup>Premium and Premium Plus On-Site Response Time (non-functioning instruments) is subject to regional availability. Subject to exclusions and conditions based on instrument conditions. Pricing is subject to change at any time without notice. Terms and conditions apply.

<sup>3</sup>IQ/OQ/PM as defined by Fresenius Kabi.

***Request a Quote Today!***

The Lovo and Cue Cell Processing Systems are for non-clinical laboratory and research use only. User must obtain appropriate regulatory clearance for clinical use.

Refer to the Lovo Cell Processing System Operator's Manual or User's Guide and the Cue Cell Processing System User's Guide for a complete list of warnings and precautions associated with the use of these products.

[www.chooselovo.com](http://www.chooselovo.com) or [www.choosecue.com](http://www.choosecue.com)



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