

Reliable performance

Service Agreements for the biopharma industry

Entering an Alfa Laval Service Agreement is the easiest way to ensure continuous top performance from your disk stack separator and other Alfa Laval equipment. You get maximum system availability during harvesting and the highest possible yield, while minimizing the risk of out-of-specification batches due to poorly performed service.

A fully customized service package



Scope of equipment



Scope of services

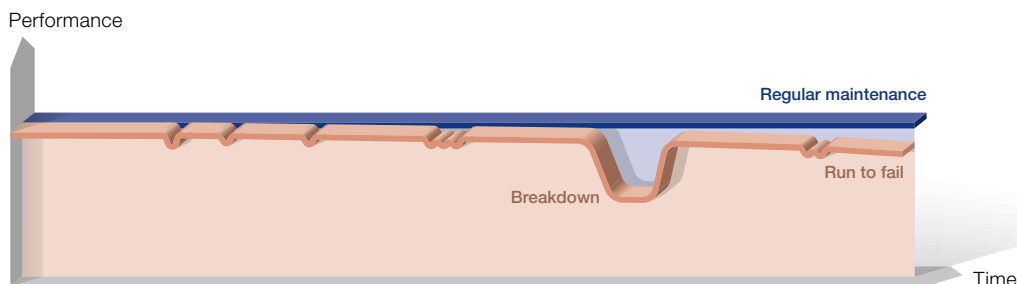


Service schedule

An Alfa Laval Service Agreement is a service solution that is tailored to your specific operating conditions, requirements, and priorities. The first step is that you and a service expert from Alfa Laval discuss and agree on the scope of equipment and services that the agreement will cover, and plan when Alfa Laval's service technicians will perform the preventive maintenance measures and equipment audits. All spare parts are included in the agreement and all procurement is handled by Alfa Laval.

The importance of preventive maintenance

Regular, preventive maintenance is key for high performance, reliable uptime, and consistent product quality.



Recommended services

Our service agreements can include any of the services in our portfolio:

- Priority support 24/7
- Preventive maintenance
- Regular audits by our experts
- Genuine spare parts and lubrication
- Technical and GMP documentation
- On-site assistance during operation
- Training
- Condition monitoring
- Remote support
- And many more...

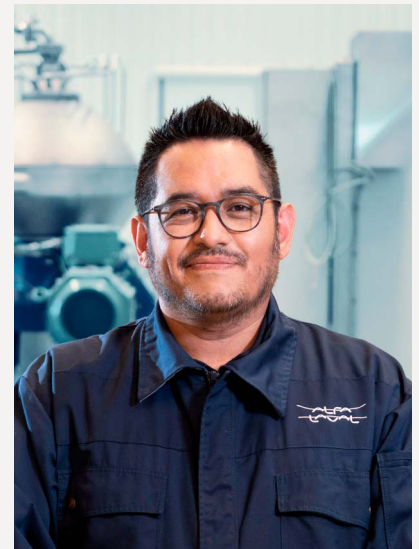
Immediate response saved a batch worth €250,000

Due to human error, an Alfa Laval disc stack separator in a plant in northern China producing animal vaccines could not be restarted following a cleaning-in-place procedure. The vaccines are produced using cell cultures and a new batch was ready for harvesting just as the separator stopped working. Due to the delicate nature of the product, the separation had to be completed within 48 hours. Otherwise, the complete batch, worth more than 250,000 Euro, would have to be discarded.

The vaccine producer had a service agreement, which included prioritized emergency support, and contacted Alfa Laval. Even though it was late Sunday night, Alfa Laval immediately dispatched one of its standby service technicians, who arrived at the site a few hours later. The technician solved the problem, and the customer could process the batch in time.

See our web site for more information:

<https://www.alfalaval.com/media/stories/service/alfa-laval-service-agreement-helps-an-animal-vaccine-producer-in-china-save-2-million-cny/>



Benefits

Operational reliability during harvesting

Regular service ensures high performance and minimizes risks related to product and operator safety.

Yield

With our performance optimization services you maximize output and secure you get the most out of you starting material.

Product quality

Preventive maintenance through a service agreement ensures consistent operation from your disk stack separator and predictable product quality.

GMP administration

We make sure your equipment receives service at the correct intervals, only using genuine spare parts, lubricants, etc., and we deliver all the necessary documentation, eliminating the need for any revalidations.

Patient safety

With a service agreement you keep your equipment in the exact same condition as it was when it was validated, eliminating the risk of introducing foreign substances in your product.



Learn more

Learn how to maintain your Alfa Laval equipment with our ten top tips.

Disk stack separators:

www.alfalaval.com/biotech-pharma/#ten-top-tips

Pumps:

www.alfalaval.com/hygienic-pump-services/#ten-top-tips

Tank equipment:

www.alfalaval.com/hygienic-tank-equipment-services/#ten-top-tips