

# Biotage® Extrahera™ HV-5000

Your High Volume Sample Prep Workstation



# Welcome to Our World



Biotage is a Global Impact Tech Company committed to solving society's problems. We offer workflow solutions and products to customers in drug discovery and development, analytical testing and water and environmental testing.

Biotage is contributing to sustainable science with the goal to make the world healthier, greener and cleaner – **HumanKind Unlimited.**

Our customers span a broad range of market segments including pharmaceutical, biotech, contract research and contract manufacturers as well as clinical, forensic and academic laboratories in addition to organizations focused on food safety, clean water and environmental sustainability.

Biotage is headquartered in Uppsala in Sweden and employs approximately 500 people worldwide. Our products are sold in more than 70 countries. Biotage's share (BIOT) is listed in the Large Cap segment on NASDAQ Stockholm.

## Vision

Biotage helps to shape the sustainable science of tomorrow and our future society for the benefit of humankind.

## Mission

We help our customers make the world a healthier, greener, and cleaner place – **HumanKind Unlimited.**

### Biotage Headquarter

Uppsala, Sweden

### Biotage UK

Ystrad Mynach, Wales  
Southampton, England  
Oxford, England  
Cambridge, England  
Stonehouse, England  
Isle of Man

### Biotage Canada

Montreal, Quebec

### Biotage USA

San Jose, CA  
Charlotte, NC  
Salem, NH  
Boston, MA

### Biotage India

New Delhi, India

### Biotage Korea

Seoul, South Korea

### Biotage China

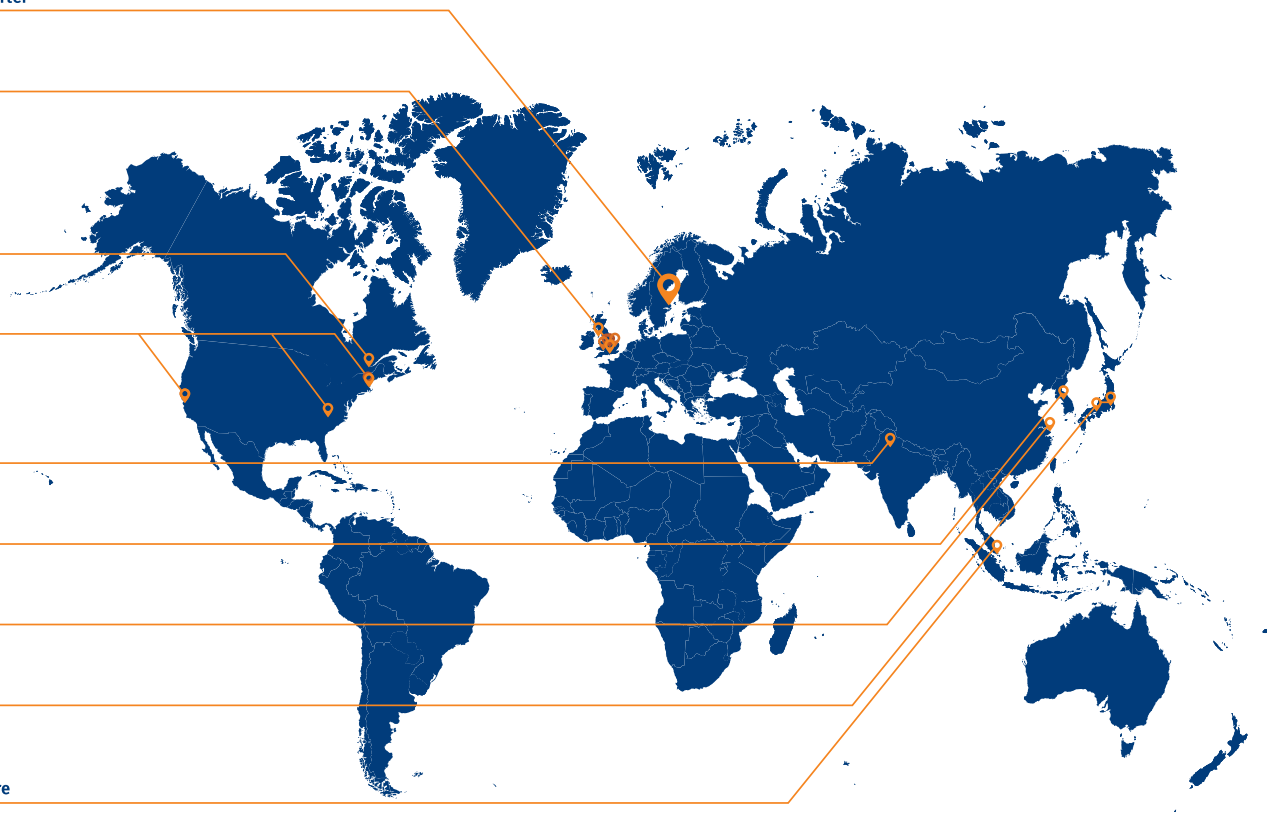
Shanghai, China

### Biotage Japan

Tokyo, Japan  
Osaka, Japan

### Biotage Singapore

Singapore



# Meet the new member of the Biotage® Extrahera™ family

The new Biotage® Extrahera™ HV-5000, is a GLP capable, positive pressure driven sample prep workstation solution dedicated to column-based sample prep with support for classical SPE and SLE column consumable formats.

The system caters to larger sample volumes compatible with 3, 6, 10 and 15 mL column consumables and is able to aspirate and dispense volumes from 250 – 5000 µL through each one of its 4-channel pipette tips.

Like its predecessors, Extrahera™ Classic and Extrahera™ LV-200, the HV-5000 maintains the family's small footprint, intuitive software, and robust positive pressure system for uniform processing of all samples. Dedicated to both SPE and SLE techniques, the new HV-5000 comes pre-programmed with Biotage application notes and new sample matrices, new user-friendly prompts to assist in method building, added features like SMART pipetting to prevent aspirating air into samples and triple waste segregation.



## Biotage® Extrahera™ HV-5000





# Biotage Extrahera HV-5000

Designed for labs who process large volume samples manually, but need the reliability and precision of automation.

## Forensic toxicology

- » GLP available software supports chain of custody via audit trail management and user account management for enhanced security.
- » ISOLUTE® SLE+, HXC, HAX and EVOLUTE® EXPRESS ABN, CX consumables providing high, reproducible analyte recoveries and clean extracts for reliable quantitation.
- » Intuitive software interface ensures new lab personnel can use the system directly, without advanced training.



## Doping

- » The system has passed validation compared to historic needle systems.
- » Preloaded methods on Anabolic Steroids in Horse Urine, Steroids in Horse Hair and Growth Promoters in Urine.



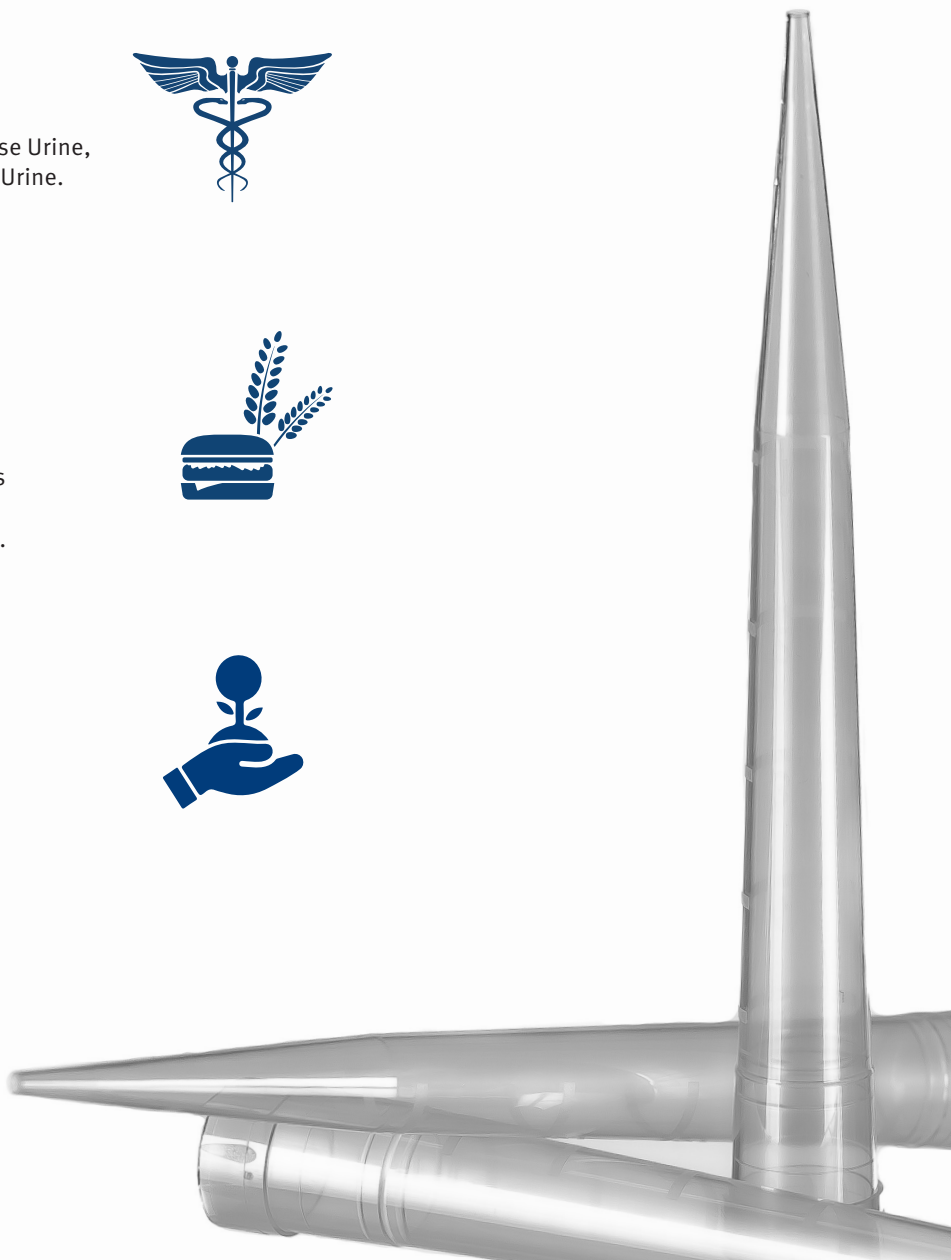
## Food & agriculture

- » Sample tube compatibility with front end homogenization systems.
- » Compatible with mycotoxin extraction methods that meet EU and FDA regulation requirements.
- » Compatible with acrylamide extraction methods from multiple matrices using the ISOLUTE ENV+ ISOLUTE Multimode and ISOLUTE SLE+ columns.



## Environmental

- » VOA vial compatibility allows direct loading of samples collected from the field.
- » Efficient cleanups of extracts produced from wastewater, biosolids, soils, and tissues.
- » Consistent fraction collection for methods requiring elution fractionation.



# System Overview

## Powerful Positive Pressure Processing

Reproducible flows and elution control results in robust methods.

## Three Channel Waste Segregation

Separation of organic, aqueous, or chlorinated waste reducing waste disposal costs.

## Modular Two-tier Design

Minimizes footprint to increase your labs work area.

## Tip Configurations

**Position 1:** Sample Tips:

24 sample tips with ability to expand to a maximum of 48 sample tips (Position 6).

**Position 2:** Solvent Tips:

24 reusable solvent tips reduces tip usage.

## Consumable Rack (Position 3)

Capable of supporting 12, 24, and 48 position configuration for processing of 3, 6, 10, and 15 mL sample prep columns.

## Sample Rack (Position 4)

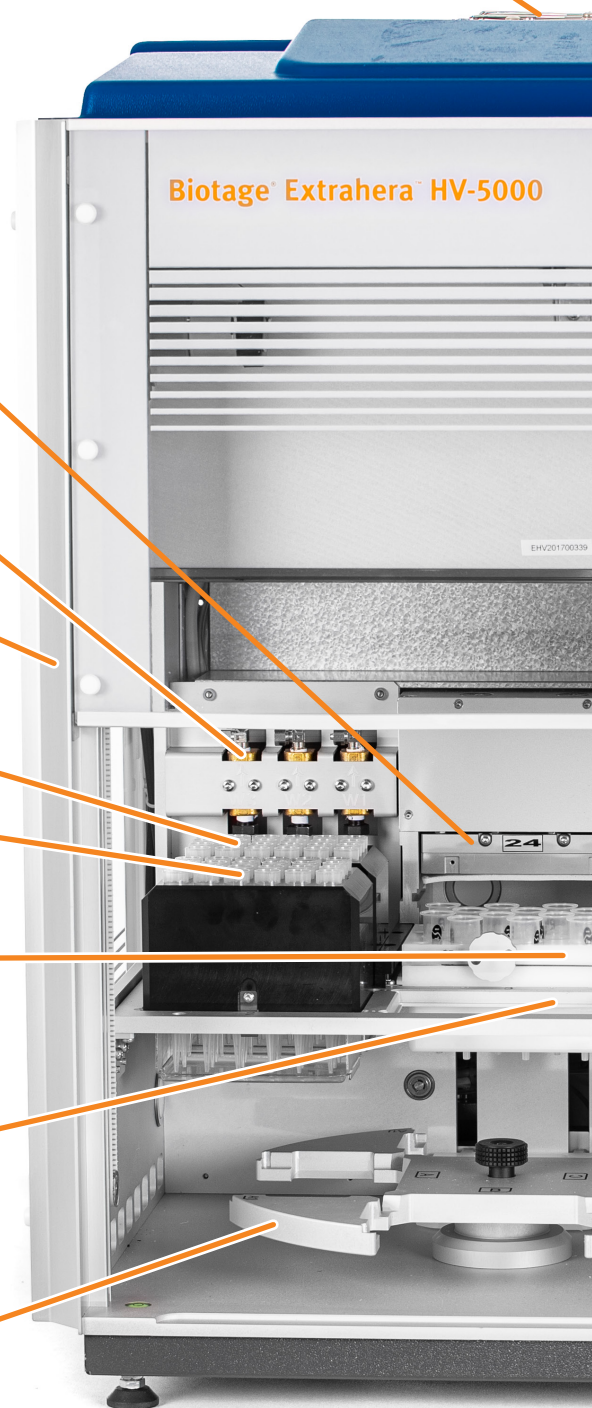
Supports 12, 24, or 48 position sample racks for 16x100 mm tubes, 15 or 50 mL centrifuge tubes, or 20 and 40 mL VOA vials.

## Collection Carousel

Versatile four position collection carousel allows multiple waste collection or elution positions for maximum flexibility during method development.

## Integral Exhaust Fan

Allows for flexible installation outside or in chemical fume hood.



## 4 Channel Pipetting Head

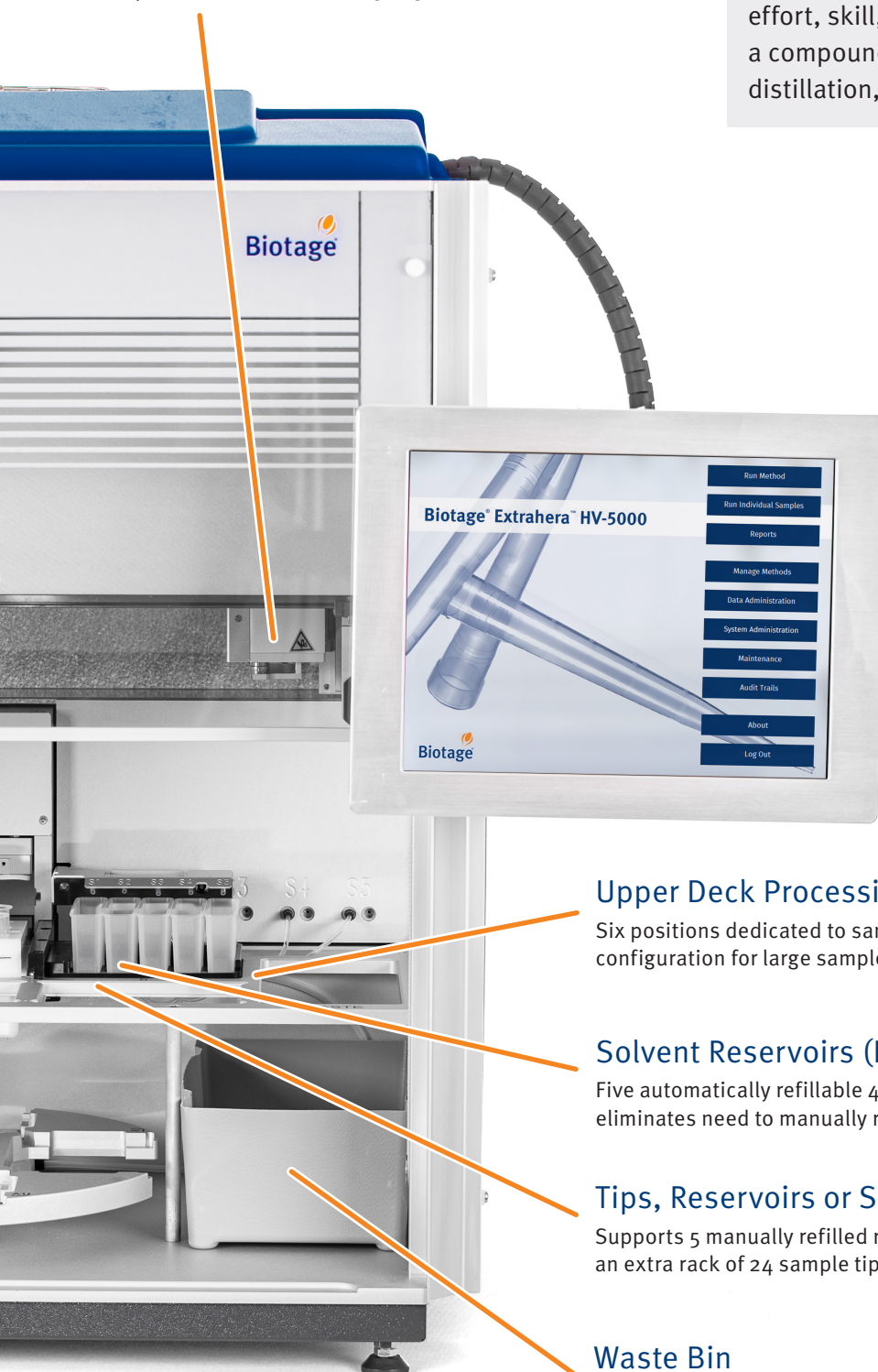
Reduces processing times by parallel transfer of samples or solvents from 0.25 to 5 mL.

## Extrahera [ik-strə-hi-rə] v. (Swedish).

To get, pull, or draw out, usually with special effort, skill, or force; to separate or obtain a compound from a mixture by pressure, distillation, treatment with solvents, or the like.

## Intuitive Touch Screen Interface

Easy method programming & GLP adherence.



## Upper Deck Processing Shelf

Six positions dedicated to sample prep work flow configuration for large sample volume applications.

## Solvent Reservoirs (Position 5)

Five automatically refillable 40 mL reservoirs eliminates need to manually refill solvents/buffers.

## Tips, Reservoirs or Sample Rack (Position 6)

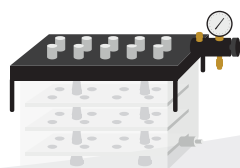
Supports 5 manually refilled reservoirs for 20, 40, or 100 mL, an extra rack of 24 sample tips or a 12 position sample rack.

## Waste Bin

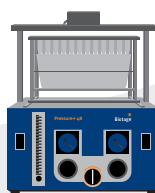
For easy collection and disposal of used tips.

# Seamless Workflow

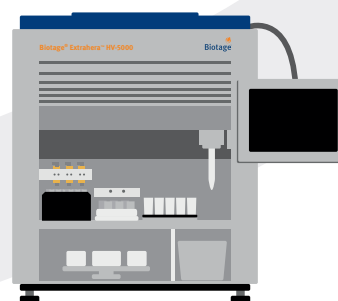
Biotage® Extrahera™ HV-5000 strikes a balance between complexity and speed, and is the perfect partner for high-throughput laboratories looking for a plug-and-play sample prep automation platform without the hassles of advanced training and complicated custom configurations of a liquid handler.



**Manual Sample Preparation**



**Semi-manual Sample Preparation**



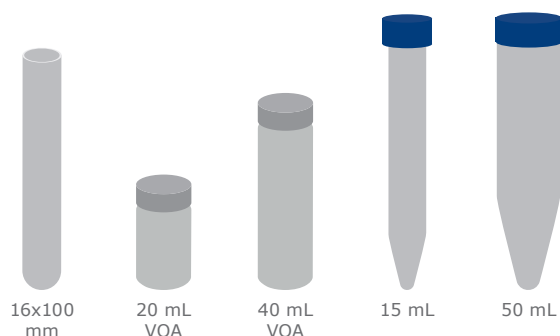
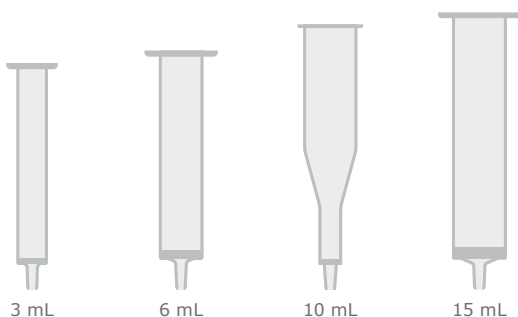
**Biotage® Extrahera™ HV-5000**

## Biotage® Extrahera™ HV-5000 sample configurations

- » 48 position column: 3 mL tabless tubes
- » 24 position column: 3 & 6 mL tabless tubes
- » 12 position columns: 10 and 15 mL tabless tubes

## Biotage® Extrahera™ HV-5000 sample tubes

- » 48 position: Column, 16 x 100 mm x2
- » 24 position: 16 x 100 x 1 or 15 mL x2
- » 12 position: 20 or 40 mL VOA x2, or 50 mL x2



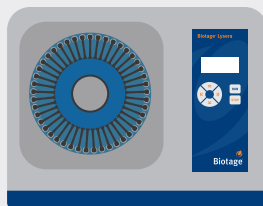
## Pre-treatment

### Biotage® Lysera

Homogenization & grinding kits for micro-organisms, hard and soft tissues, and plant tissue.

### Lysera Tube Carriage Kits

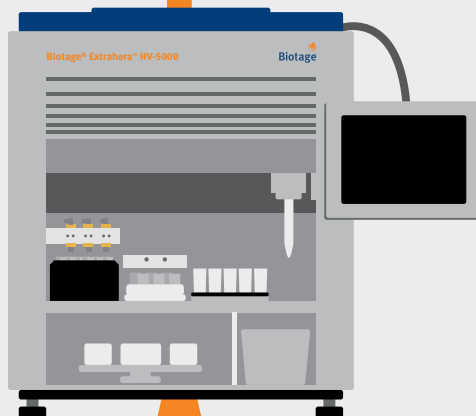
- » 24 x 0.5, 1.5, or 2 mL
- » 12 x 7 mL
- » 3 x 15 mL
- » 6 x 30 mL
- » 3 x 50 mL



## Sample Preparation

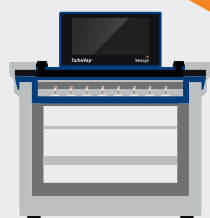
### Biotage® Extrahera™ HV-5000

- » ISOLUTE® SPE columns
  - » Non-polar SPE
  - » Mixed-mode SPE
  - » Ion exchange SPE
  - » Specialty phases
- » ISOLUTE® SLE+ columns
- » EVOLUTE® EXPRESS SPE Columns
  - » Polymeric non-polar SPE
  - » Polymeric mixed-mode SPE



## Evaporation

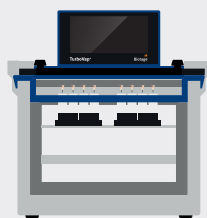
### TurboVap® Family Members for Evaporation & Concentration



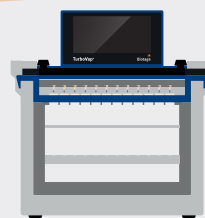
TurboVap® LV



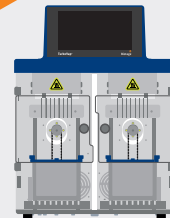
TurboVap® II



TurboVap® EH



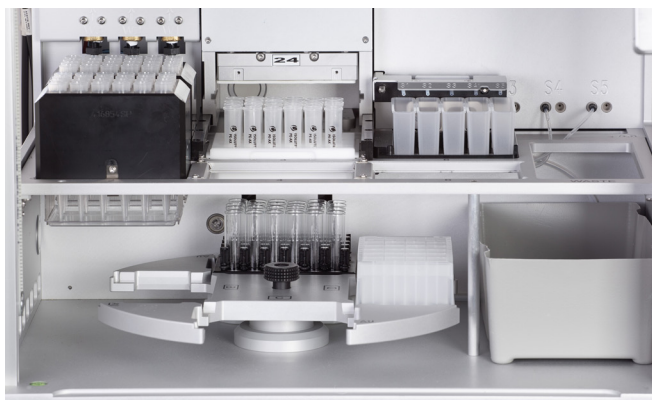
TurboVap® P+



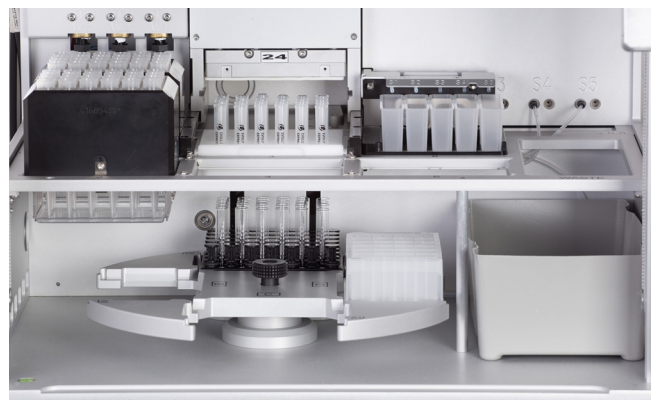
TurboVap® 96 Dual

# Configurations

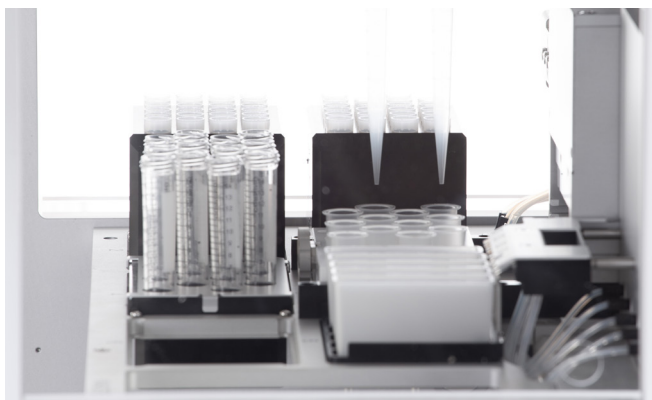
The Biotage® Extrahera™ HV-5000 can process columns under a variety of configurations offering the versatility needed to adapt to different column formats and sample throughput.



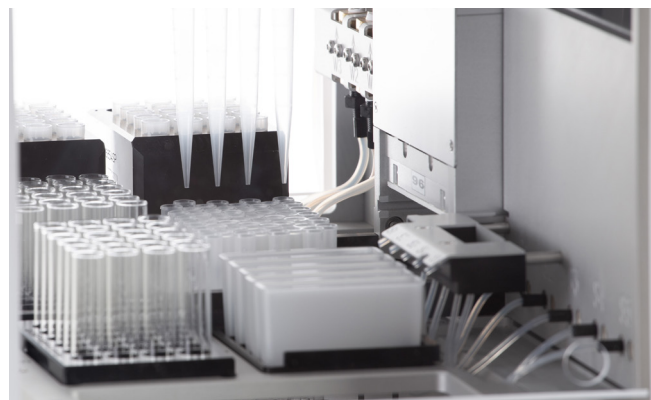
Regular Format, 24-position configuration,  
6 mL Tabless Columns



Regular Format, 24-position configuration,  
3 mL Columns



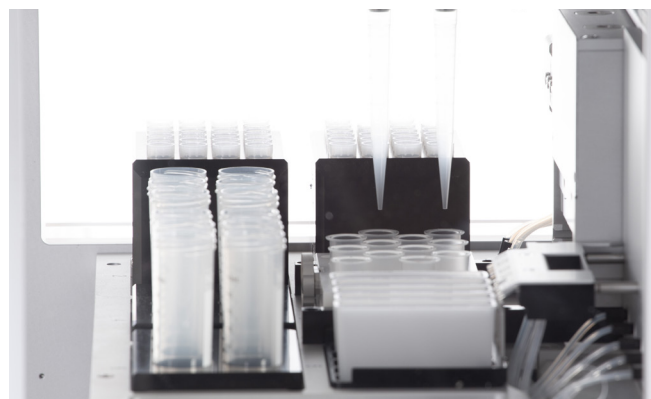
Regular Format, 12-position configuration,  
10/15 mL columns



Mixed Format, 48-position configuration,  
3 mL Tabless Columns



Extra sample tips in position 6



Mixed format, 12-position configuration,  
10/15 mL Columns

# Accessories

We know your sample intake can vary over time and with it, your choice of column format. That's why the Biotage® Extrahera™ HV-5000 lets you process standard 3 and 6 mL columns in a 24 position configuration or 10 and 15 mL columns in a 12 position configuration all with the same kit. Need to increase your throughput? Batch process 48 samples with 3 mL tabless columns using the 48 position kit.

## Pressure Head Kits

Choose between a 24 or 48 position Dual Flow pressure head and flow through plate



Configuration Kit 24 Positions Dual Flow - HV (417610)



The configuration Kit 48 Positions Dual Flow - HV (418374)

## Pipette Tips

The 5000 µL tips are used for pipetting both sample and solvent.



Pipette Tips, Clear 5000 uL (417007)

## Solvent Rack & Reservoirs Kits

Some methods are more complex than others so having a few more solvents is a must. In addition to the 5 automatically filled 40 mL reservoirs, you can add an extra solvent rack: choose between a rack of five 25, 40, or even 100 mL manually filled reservoirs.



Solvent Rack, 25 mL (413991SP)



Solvent Rack, 40 mL (417315SP)



Solvent Rack, 100 mL (415560SP)

## Triple Waste Segregation

We know how important it can be to separate specific liquid or bio-hazardous waste. With the HV-5000, you can segregate your solvent and sample wastes using our new triple waste segregation feature. Using the triple waste splitter kit, you can opt to add up to two additional waste reservoirs. Simply designate the waste channel within your method and let the HV-5000 do the rest.



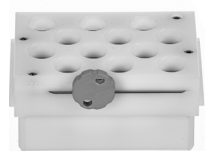
Triple Waste Splitter Kit (416977SP)



Waste Reservoir 5 L

## Sample & Column Racks

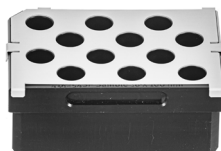
With options for 12, 24 or 48 samples and 3, 6, 10, and 15 mL columns, you can adapt the Extrahera™ HV-5000 to your lab's needs.



Column Rack 12 x 10 & 15 mL (416848SP)



Sample Rack, 6 Positions (417283SP)



Key Plate, 12 positions (attached to 414254SP)

# Technical Specifications

## Liquid Handling

|                                                                                  |                                 |                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <b>Pipette Pump Capacity</b>    | 250-5000 µL                                                                                                                                                                                                      |
|  | <b>Pipetting specifications</b> | For the 5000 µL pipette tip (P/N 417007):<br>At 250 µL: ± 2.0% accuracy and 3.0% CV<br>At 500 µL: ±1.5% accuracy and 2.0% CV<br>At 1000 µL: ±1.0% accuracy and 1.5% CV<br>At 5000 µL: ±0.5% accuracy and 1.0% CV |
|  | <b>Solvent capacity</b>         | 5 solvent pumps with automatic feed in from external reservoirs, with additional capacity for an extra 5 manually filled solvent reservoirs (5 x 20 mL, 5 x 40 mL, or 5 x 100 mL)                                |
|  | <b>Pressure unit</b>            | Positive Pressure Unit:<br>Processing: 0-5 Bar (0.1 Bar Increments)<br>Plate Dry: 5 Bar at 600 mL/min                                                                                                            |
|  | <b>Waste Outlet</b>             | Three waste valves, for solvent segregation into either three 5-liter or 10-liter reservoirs Individual waste valve access is designated within the method.                                                      |

## Sample Processor

|                                                                                    |                        |                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <b>Format</b>          | 48-position extraction racks for 3 mL (tabless) columns (DB format (tabless))<br>» 24-position extraction racks for 3 and 6 mL (tabless) columns (B and DC format)<br>» 12-position extraction racks for 10 mL columns (G and H format)<br>» 12-position extraction racks for 15 mL columns (DG format) |
|  | <b>Plate positions</b> | 6 position upper deck used for sample, extraction plates, pipette tips and solvents.<br>4 positions on lower deck carousel for multiple elution and waste.                                                                                                                                              |
|  | <b>Disposable tips</b> | Disposable Solvent Tips (Position 1): 5000 µL clear tips<br>Disposable Sample Tips (Position 2): 5000 µL clear tips<br>Disposable Solvent Tips (Position 6): 5000 µL clear tips                                                                                                                         |

## System Requirements

|                                                                                    |                          |                                                                                                  |
|------------------------------------------------------------------------------------|--------------------------|--------------------------------------------------------------------------------------------------|
|  | <b>Temperature</b>       | Operating Temperature: 18 °C to 32 °C<br>Storage and transportation temperature: -25 °C to 60 °C |
|  | <b>Humidity</b>          | 10% to 90% RH                                                                                    |
|  | <b>Electrical supply</b> | 100 to 240 V~, 50/60 Hz                                                                          |
|  | <b>Fuses</b>             | T4A at the power inlet (2 required)                                                              |

|                                                                                     |                               |                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Maximum power consumed</b> | 300 VA                                                                                                                                                                                                                                                                |
|    | <b>Pressurized air supply</b> | >5 L/min (0.18 cubic feet/min), 6 ± 0.2 bar (0.6 ± 0.02 MPa; 87 ± 3 psi)                                                                                                                                                                                              |
|    | <b>Inert gas supply</b>       | AIR port requirements: >5 L/min (0.18 cubic feet/min), 6 ± 0.2 bar (0.6 ± 0.02 MPa; 87 ± 3 psi)<br>N2 port requirements: 1 L/min (0.04 cubic feet/min) during processing and 70 L/min (2.5 cubic feet/min) during plate dry, 6 ± 0.2 bar (0.6 ± 0.02 MPa, 87 ± 3 psi) |
|    | <b>Vacuum supply</b>          | Partial pressure range: < 500 mbar (50 kPa; 7 psi)<br>Flow rate: ≥ 8.3 L/min (0.29 cubic feet/min)                                                                                                                                                                    |
|    | <b>Weight</b>                 | 80 kg (176 lbs)                                                                                                                                                                                                                                                       |
|    | <b>Dimensions (WxDxH)</b>     | Without touch screen: 610 x 510 x 790 mm (24.0" x 22.1" x 31.1")<br>With touch screen: 860 x 570 x 790 mm (33.8" x 22.4" x 31.1")                                                                                                                                     |
|   | <b>Max sound level</b>        | 65 dB(A)                                                                                                                                                                                                                                                              |
| <b>Interfaces</b>                                                                   |                               |                                                                                                                                                                                                                                                                       |
|   | <b>Touch screen</b>           | 12" Capacitive Touch                                                                                                                                                                                                                                                  |
|  | <b>Ethernet LAN</b>           | Complies with IEEE 802.3 (ANSI 8802-3)                                                                                                                                                                                                                                |
|  | <b>USB</b>                    | USB 2.0                                                                                                                                                                                                                                                               |
| <b>Other</b>                                                                        |                               |                                                                                                                                                                                                                                                                       |
|   | <b>GLP Software Ready</b>     |                                                                                                                                                                                                                                                                       |
|  | <b>Certifications</b>         | CE, CSA certified                                                                                                                                                                                                                                                     |

# More Power to your System

## High Quality Consumables for Optimum Performance

In automated sample prep, high quality consumables are essential to maximize throughput and productivity, avoiding the need for time consuming reruns.

**ISOLUTE®** and **EVOLUTE®** products are manufactured to high cleanliness standards, so they won't contaminate extracts.

Tightly controlled particle size media prevent column blockage and eliminate particulate breakthrough.

Excellent batch to batch reproducibility means that data is reliable every time.

## Forensic Toxicology Applications

**Covering a diverse range of matrices including urine, whole blood and hair, Biotage sample prep consumables are ideal for automated extraction of DOA panels, Opiates, THC, Amphetamines, Pain management drugs and more**

- » ISOLUTE® SLE+ for fast, simple sample prep
- » ISOLUTE® HCX and HAX columns, classic silica based SPE for the cleanest extracts
- » EVOLUTE® EXPRESS ABN and CX, ideal for large analyte panels and low matrix effects in LCMS

## Doping Applications

Robust, reliable methods and consumables combined with automated procedures for fast turnaround and accurate results.

**Large particle media for improved flow of viscous samples:**

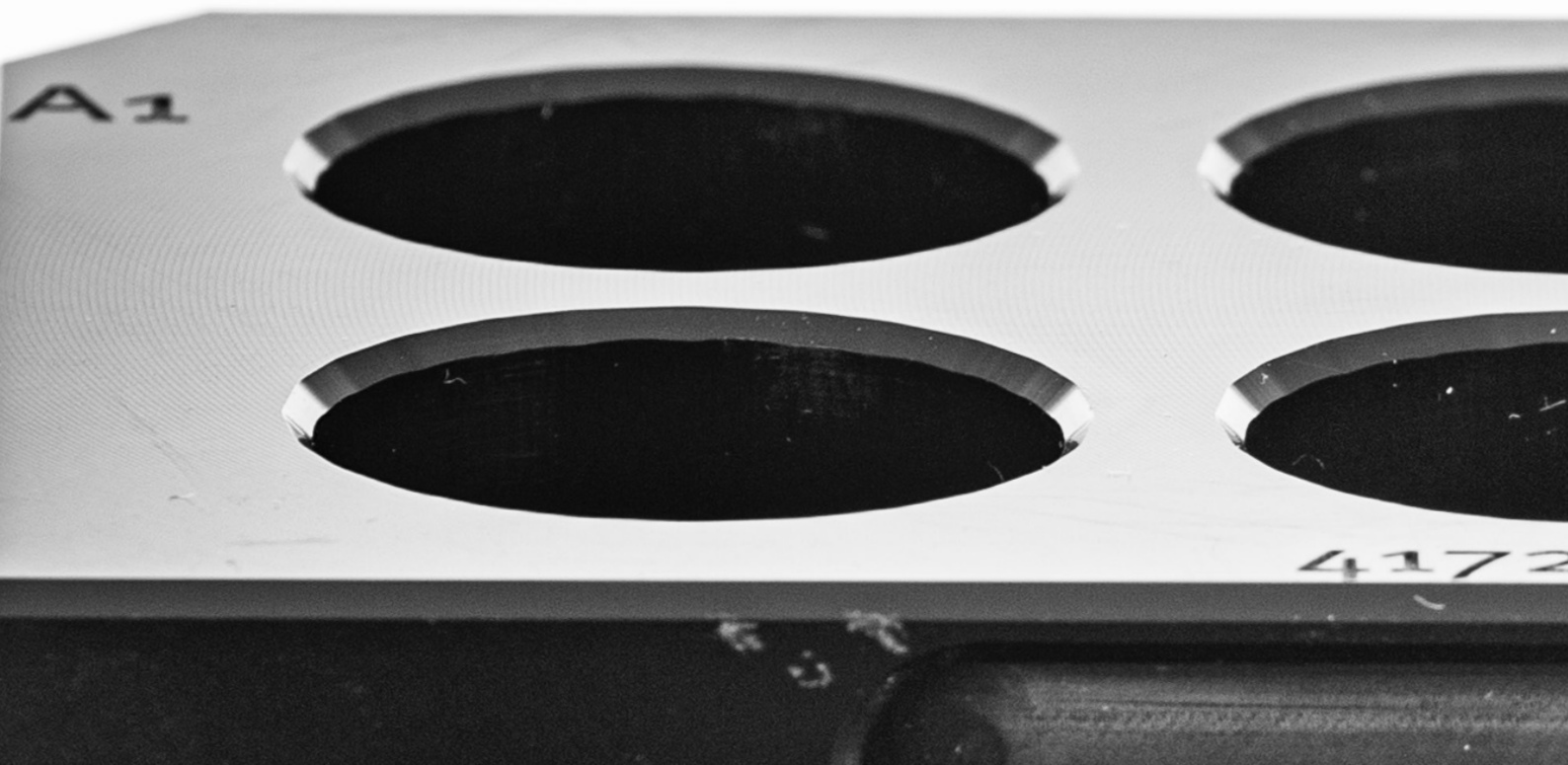
- » ISOLUTE® LPC18

**Fast, simple extraction for steroids and related analytes:**

- » ISOLUTE® SLE+

**For large analyte panels, peptides, and low matrix effects in LC-MS/MS applications.**

- » EVOLUTE® EXPRESS ABN and CX



## Food Applications

### Acrylamide extraction from multiple matrices:

- » ISOLUTE® ENV+ and ISOLUTE Multimode for EN16618 based methodology
- » ISOLUTE® SLE+ for a fast, easy to automate alternative method

**Mycotoxin extraction for LC-MS/MS analysis. Use a single column for multiple mycotoxins in a variety of matrices. Methods meeting EU and FDA regulations are included in our application notes:**

- » ISOLUTE® Myco

## Environmental Applications

Clean column components and media that won't contaminate your extracts are so important in trace analysis applications. Biotage sample prep consumables match the requirements of the toughest applications.

### Simple column clean-ups to remove matrix interferences and improve analytical sensitivity:

- » ISOLUTE® FL
- » ISOLUTE® Aluminas
- » ISOLUTE® Si

### Reliable fractionation for EPH samples - every batch is QC tested to ensure clean aromatic and aliphatic fractions:

- » ISOLUTE® EPH

## Technical Expertise and Support

When developing and implementing new methods on the HV-5000 system, Biotage's team of expert applications chemists are on hand to support you.

Highly experienced in using both the system and sample prep consumables, they understand your needs, and can match you with the most appropriate consumables for your application, and help you implement and optimize your automated methods for best results.



# Ordering Information

| Part Number | Item Description | Qty |
|-------------|------------------|-----|
|-------------|------------------|-----|

## System & Software

|                 |                                         |   |
|-----------------|-----------------------------------------|---|
| <b>417002</b>   | Biotage® Extrahera™ HV-5000             | 1 |
| <b>417631SP</b> | HV-5000 GLP Package, On Site Activation | 1 |

## Accessories for Positions 1 & 2

|               |                                              |      |
|---------------|----------------------------------------------|------|
| <b>417007</b> | Pipette Tips, Clear, 5000 µL (5pks x 200/pk) | 1000 |
| <b>414307</b> | SP Retaining Clip for Tip Holder             | 1    |

## Accessories for Position 3

|                 |                                                 |   |
|-----------------|-------------------------------------------------|---|
| <b>417610</b>   | Configuration Kit 24 Positions Dual Flow - HV   | 1 |
| <b>418374</b>   | Configuration Kit 48 Positions Dual Flow - HV   | 1 |
| <b>415604SP</b> | Pressure Head Seal, Self Adhesive, 96 Positions | 1 |
| <b>415603SP</b> | Pressure Head Seal, Self Adhesive, 24 Positions | 1 |
| <b>415556SP</b> | Column Rack 48 x 3 mL (Tabless)                 | 1 |
| <b>414174SP</b> | Column Rack 24 x 3 mL                           | 1 |
| <b>413640SP</b> | Column Rack 24 x 6 mL (Tabless)                 | 1 |
| <b>416848SP</b> | Column Rack 12 x 10 & 15 mL                     | 1 |
| <b>416128SP</b> | Retaining Clip Kit, 4 Weak and 4 Strong         | 1 |

## Accessories for Position 4

|                    |                                                  |      |
|--------------------|--------------------------------------------------|------|
| <b>414254SP</b>    | Sample Rack 16 x 100 mm 24 Positions             | 1    |
| <b>417283SP</b>    | Sample Rack, 6 Positions                         | 1    |
| <b>417282SP</b>    | Key Plate, 12 Positions (for 414254SP)           | 1    |
| <b>C40708</b>      | 16 x 100 mm Test Tube                            | 1000 |
| <b>160-0008-02</b> | 20 mL VOA Vial                                   | 72   |
| <b>160-0008</b>    | 40 mL VOA Vial                                   | 72   |
| <b>04-2001</b>     | 50 mL Polypropylene Conical Tubes Plus Rack/Tray | 25   |
| <b>04-2002</b>     | 15 mL Polypropylene Conical Tubes Plus Rack/Tray | 50   |

## Accessories for Position 6

|                 |                            |    |
|-----------------|----------------------------|----|
| <b>413991SP</b> | Solvent Rack, 25 mL        | 1  |
| <b>414045SP</b> | Solvent Reservoirs, 25 mL  | 25 |
| <b>417315SP</b> | Solvent Rack, 40 mL        | 1  |
| <b>417324SP</b> | Solvent Reservoirs, 40 mL  | 25 |
| <b>415560SP</b> | Solvent Rack, 100 mL       | 1  |
| <b>414214SP</b> | Solvent Reservoirs, 100 mL | 5  |
| <b>416854SP</b> | Tip Holder, 5000 µL        | 1  |

| Part Number | Item Description | Qty |
|-------------|------------------|-----|
|-------------|------------------|-----|

## Accessories for Carousel

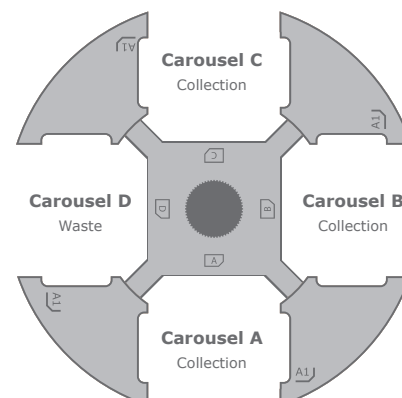
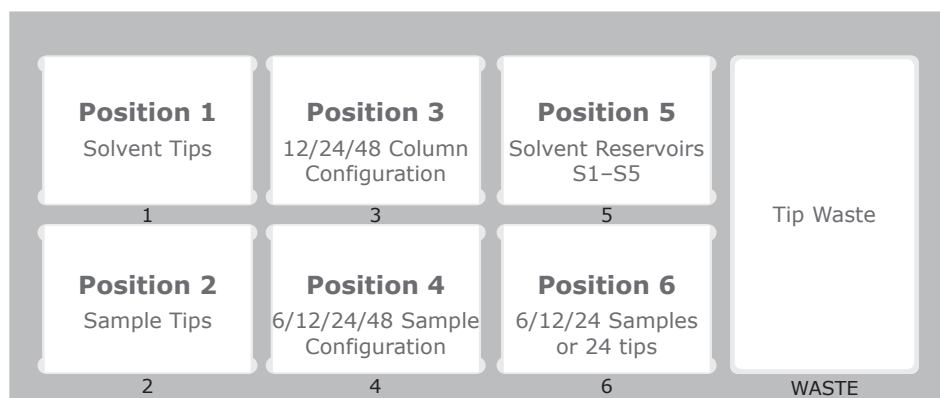
|                 |                                                           |      |
|-----------------|-----------------------------------------------------------|------|
| <b>416868SP</b> | DFE Carousel Riser                                        | 1    |
| <b>414203SP</b> | Flow-Through Plate 24                                     | 1    |
| <b>414516SP</b> | Flow-Through Plate 48                                     | 1    |
| <b>415555SP</b> | Sample/Collection Rack 12 x 75 mm, 48 Positions           | 1    |
| <b>415491</b>   | Sample/Collection Rack 12 x 75 mm, 24 Positions           | 1    |
| <b>415585</b>   | Sample/Collection Rack 16 x 75 mm, 24 Positions           | 1    |
| <b>415492</b>   | Sample/Collection Rack 18 x 75 mm, 24 Positions           | 1    |
| <b>414511SP</b> | Collection Rack 12 x 75 mm, 24 Positions                  | 1    |
| <b>414512SP</b> | Collection Rack 18 x 75 mm, 24 Positions                  | 1    |
| <b>C44651</b>   | 12 x 75 mm Test Tube                                      | 1000 |
| <b>413282</b>   | 16 x 75 mm Test Tube                                      | 1000 |
| <b>414574</b>   | 18 x 75 mm Test Tube                                      | 304  |
| <b>121-5208</b> | Collection Plate, 24 Positions, 10 mL                     | 25   |
| <b>414578SP</b> | Inserts for 12x32 mm vials for collection rack (414511SP) | 1    |

## Accessories for Solvent Delivery & Waste Collection

|                 |                                                               |   |
|-----------------|---------------------------------------------------------------|---|
| <b>356330SP</b> | Vacuum Pump ME1C, 100 to 230 VAC 50/60Hz                      | 1 |
| <b>356604SP</b> | Accessory Kit, Vacuum pump ME1C (Extrahera & Alstra)          | 1 |
| <b>414579</b>   | Solvent Safety Kit (inc. GL45 Caps, Filters & Bottles, Qty 5) | 1 |
| <b>414330</b>   | Kit, Solvent Inlet Lines (S1-S5)                              | 5 |
| <b>414272SP</b> | Waste Kit incl. Waste Reservoir 5 L and Tubing                | 1 |
| <b>414218SP</b> | Pipette Tip Waste Bin                                         | 1 |
| <b>415985SP</b> | Extraction Waste Collector for Lifter                         | 1 |
| <b>416977SP</b> | Triple Waste Splitter Kit                                     | 1 |

## Miscellaneous Accessories

|                 |                                     |   |
|-----------------|-------------------------------------|---|
| <b>415149</b>   | Handheld Barcode Scanner            | 1 |
| <b>411916SP</b> | Fuse, 4A/250VAC, 5x20mm             | 5 |
| <b>C67361</b>   | Mains Cord-Set (EU)                 | 1 |
| <b>C65902</b>   | Mains Cord-Set (US/CA)              | 1 |
| <b>C128195</b>  | Mains Cord-Set (UK)                 | 1 |
| <b>416440SP</b> | Filter Unit                         | 1 |
| <b>416441SP</b> | Air Dryer                           | 1 |
| <b>416492SP</b> | Replacement Filters for Filter Unit | 1 |



# Dedicated Support

## Biotage Global Service Packages

### First Year Maintenance Plan

First year coverage package that includes installation and familiarization, preventive maintenance and a 3-day response time.

Part number: SER-EX-FYMP

### First Year Maintenance Plan with Qualification

This is a first-year coverage package that includes installation with qualification and familiarization, preventative maintenance, and a 3-day response time.

Part number: SER-EX-FYMP-Q

### Qualification (IQ/OQ)

This is an add-on compliance package for the system.

Part number: SER-EX-IQOQ

### Qualification for GLP (IQ/OQ)

This is an add-on compliance package for the Software that is highly desirable for CRO and Pharm industries and is specific for system with the GLP license activated. It is not the same as the SER-EX-IQOQ.

Part number: SER-EX-GLP-IQOQ

## Biotage® 1-Point Support™

[biotage.com/service](https://biotage.com/service)



# Your Complete Partner for Effective Chemistry

Biotage is a worldwide supplier of instruments and accessories designed to facilitate the work of scientists in life sciences. With our deep knowledge of the industry, academic contacts and in-house R&D teams, we can deliver the best solutions to your challenges. We take great pride in our flexibility and ability to meet our customer's individual needs. With strong foundations in analytical, organic, process, and biomolecule chemistry, we can offer the widest range of solutions available on the market.

## EUROPE

Main Office: +46 18 565900  
Fax: +46 18 591922  
Order Tel: +46 18 565710  
Order Fax: +46 18 565705  
order@biotage.com  
Support Tel: +46 18 56 59 11  
Support Fax: + 46 18 56 57 11  
eu-1-pointsupport@biotage.com

## NORTH & LATIN AMERICA

Main Office: +1 704 654 4900  
Toll Free: +1 800 446 4752  
Fax: +1 704 654 4917  
Order Tel: +1 800 446 4752  
Order Fax: +1 704 654 4917  
ordermailbox@biotage.com  
Support Tel: +1 800 446 4752  
us-1-pointsupport@biotage.com

## JAPAN

Tel: +81 3 5627 3123  
Fax: +81 3 5627 3121  
jp\_order@biotage.com  
jp-1-pointsupport@biotage.com

## CHINA

Tel: +86 21 68162810  
Fax: +86 21 68162829  
cn\_order@biotage.com  
cn-1-pointsupport@biotage.com

## KOREA

Tel: +82 31 706 8500  
Fax: +82 31 706 8510  
korea\_info@biotage.com  
kr-1-pointsupport@biotage.com

## INDIA

Tel: +91 11 45653772  
india@biotage.com

Distributors in other regions  
are listed on [www.biotage.com](http://www.biotage.com)

Literature Number: PPS682.v3

© 2023 Biotage. All rights reserved. No material may be reproduced or published without the written permission of Biotage. Information in this document is subject to change without notice and does not represent any commitment from Biotage. E&OE. A list of all trademarks owned by Biotage AB is available at [www.biotage.com/legal](http://www.biotage.com/legal). Other product and company names mentioned herein may be trademarks or registered trademarks and/or service marks of their respective owners, and are used only for explanation and to the owners' benefit, without intent to infringe.

