

## Xiogenix Service & Support Program

# YOUR SERVICE PARTNER FOR LONG TERM PERFORMANCE

Your equipment supports processes where consistency, readiness, and reliability are essential. Xiogenix service programs help protect that investment with responsive support, experienced field service, and planned maintenance built around your operation. With more than 200 pieces of equipment in the field, international service support, and 20+ years of experience in regulated biologics, Xiogenix brings proven expertise across a wide range of customer environments. From unexpected service needs to long-term equipment care, our team helps keep your systems performing so your team can stay focused on the work that impacts lives.

### SUPPORT BUILT AROUND YOUR OPERATION



#### **Responsive Support**

Get timely access to our team who can help troubleshoot issues, answer questions, and determine the right next step.



#### **Experienced Field Service**

Receive onsite support from professionals who understand Xiogenix equipment and the critical environments in which it operates.



#### **Preventative Maintenance**

Scheduled service helps identify wear early, maintain system performance, and reduce the risk of unexpected interruptions.



#### **Tailored Service Plans**

Choose coverage based on your equipment, usage, maintenance priorities and qualification needs.



#### **Training**

Operator and maintenance training helps your team use, care for, and troubleshoot equipment with greater confidence.



#### **Service Documentation**

Clear records and recommendations provide visibility into completed work and future maintenance needs.



#### **Qualification & Requalification**

Available services and documentation help support equipment readiness and internal quality requirements.



#### **Component & Spare Parts**

Support for wear components and replacement parts helps keep equipment ready and service needs easier to manage.



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# STARTING YOUR SERVICE AND SUPPORT PROGRAM

Once your Service & Support Agreement is received, the Xiogenix team will begin establishing your program and confirming:

- Covered equipment and quantity
- Service frequency
- Agreement term
- Scheduled preventative maintenance visits
- Designated customer point of contact
- Preferred maintenance windows
- Site access requirements

Xiogenix will typically contact your designated point of contact approximately 60 days before the service due date to coordinate scheduling. Annual shutdown periods or preferred service windows can be considered whenever possible.

## ADDITIONAL SUPPORT AVAILABLE

Additional services may include:

- Emergency onsite service
- Additional service visits
- Process development support
- Software updates and guidance
- Custom software development
- Consumable component programs
- Digital service history and portal access
- Equipment-specific spare parts packages

## SUBMITTING SERVICE REQUESTS IN BLUEFOLDER

Service requests can be submitted at any time through the Xiogenix Service Portal. The portal provides a direct way to report equipment concerns, request technical support, and share the information our team needs to respond efficiently.

Once submitted, the Xiogenix Service Team will review the request, determine the appropriate next step, and coordinate remote troubleshooting or onsite support as needed.

[Submit a Service Request](#)

