

Advanced *in vitro* exposure systems

Engineering meets cell biology
Evaluate human health effects

SERVICE

VOCARE

VITROCELL® V-CARE Customer Service Plans

Four different service levels serving the varying needs of our customers.
The packages can be booked as annual contract.



Silver Package

Includes basic support and on demand service

Gold Package

This service level includes preferred and priority attendance in handling customer queries, remote assistance, free software updates, and a yearly onsite visit to fully service your equipment.

It includes priority supply of critical components which are on global shortage and offers the fastest response – in most cases on the same day.

GoldPLUS Package

This package comprises all the components of the Gold Package and comes with an additional warranty extension.

PlatinumAR Package

This service level expands the services of the „GoldPLUS“ package with one-year Microsoft HoloLens support including the hardware.

V-CARE Training

At VITROCELL® we offer two options for training:

- Remote (with webcam or HoloLens support)
- Onsite training

The choice depends on the technical needs of the delivered product and customer requirements.

Typical training topics for the different system components

- Describing the operational principle of the equipment
- Providing instructions for equipment preparation
- Outlining the steps for equipment start-up and testing
- Detailing the procedure for shutting down the equipment
- Specifying the steps for carrying out cleaning processes
- Instructing on the proper method for replacing spare parts
- Describing how to perform equipment validation
- Providing Standard Operation Procedures (SOPs) as part of the service package



Onsite training is one possible training option provided by the V-CARE service plans.

Remote Training with HoloLens Support



VITROCELL® technicians deliver visual instructions via a live video chat with Microsoft Teams. These are shown to the user as holograms in real time with the Microsoft HoloLens.

V-CARE Service Team

Our service team consists of colleagues with a long-lasting experience in the field of *in vitro* exposure systems. The senior members have previously worked in aerosol and cell biology labs themselves and are therefore able to understand the questions of our users.

The competence of the service team is built on the following areas of expertise:

- Cell biology
- Aerosol and dosimetry
- Mechatronics
- Software engineering
- Fine mechanics

The V-CARE ticket system (support@vitrocell.com) is monitored by a team of up to three specialists which ensures a fast response according to the selected service package. For example, a question will be answered under the “Gold” service package with highest priority within the same day / maximum within 24 hours.



Our team travels all over the world to support our customers with installation, training and service.



Our service engineers carry out factory and site acceptance testing (FAT/SAT)

We work worldwide

Our team travels worldwide for installation, training and service. In most cases, issues are resolved remotely via the V-CARE remote service tools.

If the issue cannot be resolved remotely, a competent service team member will assist you on a worldwide basis within a few days in case you have booked the “Gold” service package.

We understand the importance of spare parts for our customers, which is why we offer a wide range of service options to ensure fast delivery times to minimize downtime.

V-CARE Service Promise

VITROCELL® is a renowned designer and manufacturer of inhalation toxicology products, well-known for delivering top-quality in vitro devices and services that exceed customer expectations. To take our commitment to customer satisfaction to the next level, we are following our V-CARE service concept.

This innovative concept is aimed at empowering our customers to maximize their productivity and innovation, and is based on five pillars:

- **Technical expertise:** Skills, knowledge and experience to deliver high-quality services
- **Responsiveness:** Our strength is to promptly reply to your requests, inquiries, and issues
- **Communication:** Clear and effective communication, including updates on progress made and any changes to the service plan
- **Structured process:** As a service provider we follow a clear and structured process for delivering services, including timelines, milestones, and deliverables according to our ISO 9001 certification
- **Value proposition:** You as a customer can expect to receive good value and a focus on delivering measurable results.

Our processes are certified according to DIN ISO 9001 and are supported by state-of-art ERP and CAD Software Programs.

Our promise to you

To continuously meet and exceed customer expectations, we focus on a service portfolio that comes up with services tailored to your needs.

We work closely with you to understand your challenges, goals, and requirements, and then develop tailored solutions to enhance your science.

We are proactively engaging with our customers to understand their needs and expectations. Our actions are conditioned by the pursuit of building up long-term relationships based on trust, transparency, and quality in service delivery.



Service tasks are accomplished with technical expertise in a structured process.

V-CARE: Your Service Optimization

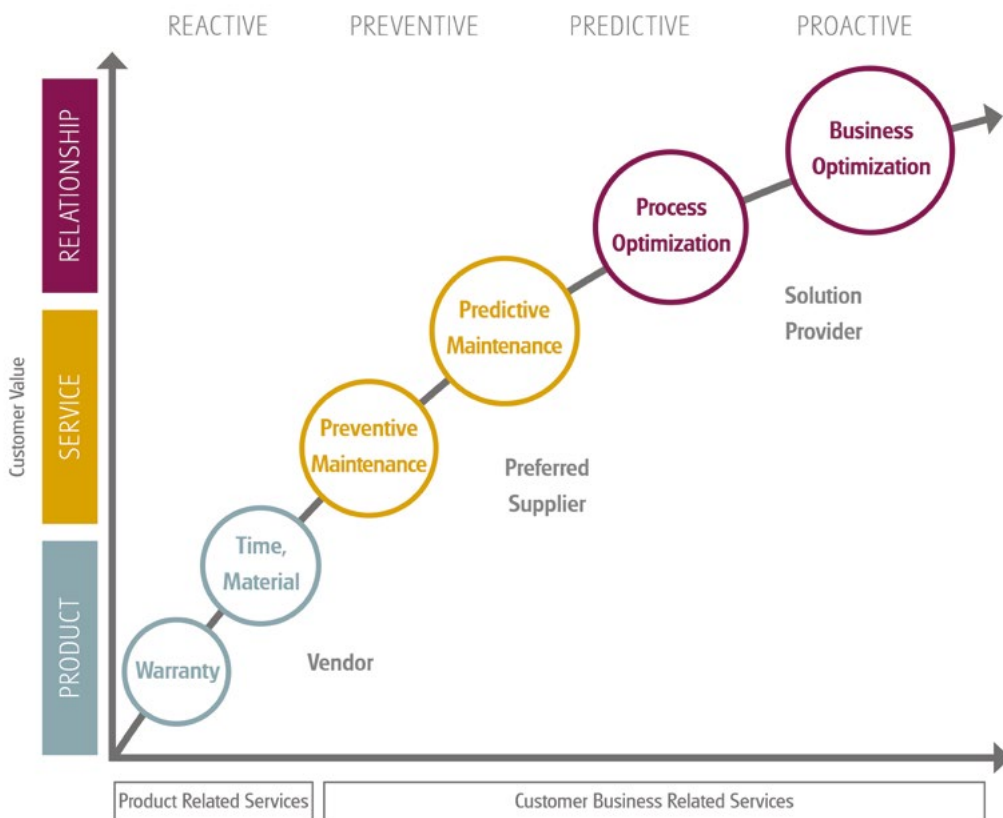
We recognize that our customers' needs extend beyond mere products. Therefore we offer business-related services that align with your unique requirements.

At the core of our approach is a deep understanding of your needs. We believe in listening to you, understanding your challenges, and tailoring our services to meet your specific goals. By doing so, we strive to build a strong partnership based on mutual success and long-term collaboration.

We go beyond reactive support. Our proactive mindset enables us to anticipate potential issues and take preventive measures. This proactive approach not only reduces downtime but also ensures uninterrupted business operations for you.

We believe that customer satisfaction is the cornerstone of our success. Our focus on customer business-related services enhances your overall experience with our organization. Our services extend beyond the product itself, empowering you to achieve your business objectives effectively and efficiently.

Join us on this exciting journey as we unlock new possibilities, enhance customer satisfaction, and empower your business to thrive.



Our goal is not only to deliver excellent products, but also to be a solution provider with proactive support and services.

About VITROCELL®

VITROCELL® exclusively concentrates on the developing, producing, installing, training and servicing of advanced *in vitro* exposure systems.

The VITROCELL® Systems' team is driven by their vision for new *in vitro* standards through state-of-the-art technology, highly qualified workmanship and absolute client dedication. VITROCELL® has successfully collaborated with clients from leading research institutes, contract research organizations, regulatory authorities or industrial laboratories across the world. Working with our team experts, all modules have been tailored to create durable and complete turnkey-systems for *in vitro* inhalation toxicology. Gases, environmental atmospheres, nano particles and complex mixtures are analyzed on lung cells at the Air/Liquid Interface using these systems. VITROCELL® technologies are also applicable to solutions for skin research.

Over a decade of devotion to research in this specific field has given our team of design & precision manufacturing specialists the opportunity to mentor highly diversified and complex projects from conception to completion. We strive to become a constructive member of each research team, providing support when it is needed, advice when it is required and modules of the highest quality, which are even polished by hand before leaving here to be integrated into your workspace. Every piece of our german engineered equipment is manufactured to the highest of standards – yours.

For more information
please scan the QR-Code:



VITROCELL® Systems GmbH
Fabrik Sonntag 3
79183 Waldkirch
Germany

Tel. +49 7681 497 79-50
Fax +49 7681 497 79-79
Email: info@vitrocell.com
www.vitrocell.com

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