

VARIAN, INC.

Varian Care Program and Qualification Services



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Ensure Ongoing Productivity

The Varian Care Program adds value to your business by ensuring ongoing productivity. Support agreements provide peace of mind and let you focus on what you do best. Preventative maintenance, fast response on repairs, and thorough up-front training help you get the most value from your investment. Having a support agreement in place can reduce the chance of costly unexpected downtime and minimize the impact when service is required. Your Varian representative can help you configure the support strategy that's right for your organization and delivers:

- Maximized uptime
- Extended instrument life
- Lower cost of ownership
- Peace of mind

“Our goal is to help you increase your productivity, maximize your uptime and achieve the highest return possible on your investment. Our experienced and highly qualified support organization is strategically located throughout the world to ensure rapid response”



Caring People Make the Difference

Whether you need service, training or preventive maintenance, you need more than a skilled technician. You need a good listener who will understand your situation and give you the best advice and service possible. Our dedicated field support representatives and specialists take pride in their work and are committed to ensuring you get the most from your investment. After all, it's your instrument, but we never stop caring about its performance.

Varian Support Delivers:

- Committed, factory-trained Field Support Representatives and Specialists who understand your specific needs and are eager to serve you
- Strategically located global support teams to ensure rapid response
- A worldwide inventory of certified parts without the high cost of maintaining your own inventory
- A long-term partnership with people who care about your needs

The Varian Care Program Complete Solution



Customer Care is a strategic priority for Varian, Inc. We offer you expert resources for customer support and training. Our standard packages make it easy for you to find a solution that fits your specific needs.

Varian Care Support Packages

Package	Description	Benefits
Varian TotalCare	Comprehensive support from Varian ensures continuous, high-performance operation and superior cost efficiency.	<ul style="list-style-type: none"> • Lets you focus on what you do best • Maximizes uptime • Improves productivity • Controls costs
Varian RepairCare	Varian instrument support designed to maximize uptime and improve productivity in your lab.	<ul style="list-style-type: none"> • Budget protection • Maximizes uptime • Improves productivity
Varian PreCare	Regularly scheduled maintenance extends the useful life of the instrument, while maximizing uptime and the performance needed for your application.	<ul style="list-style-type: none"> • Prevents problems before they occur • Ensures instrument is kept in peak operating condition • Delivers maximum performance
Varian ExtendCare	Extended factory warranty support designed to maximize uptime and improve productivity in your lab.	<ul style="list-style-type: none"> • Budget and inflation protection • Maximizes uptime • Improves productivity • Capital purchase – reduces operating costs for several years
Varian CustomCare	Can include special customer defined services not offered in a standard agreement. Whether it is applications assistance, training, or staffing a full- or part-time Varian employee at your facility, we have the custom solution to meet your needs.	<ul style="list-style-type: none"> • Fills any gap in expertise or intellectual capital • Brings together the brightest minds to help solve your applications or operations problems
Varian EduCare	Includes training courses, on-site training, applications assistance, as well as Web-based and customized training programs. The cost of a well-trained employee is fully paid for in productivity gains – usually within only a few weeks or months.	<ul style="list-style-type: none"> • Builds confidence in new users, resulting in rapid deployment of new equipment • Establishes and maintains productivity in your lab • Saves time and money

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Varian Additional Care Solutions

In addition to the packages listed on the previous page, Varian Care also includes:

Technical Support

Contact Varian's Technical Support Organization by phone to get fast answers to your questions. We have a vast network of experienced personnel ready to assist you with the best solution as quickly as possible.

Instrument Relocation

Varian technicians can take the worry out of moving instrumentation from one facility to another. Decommissioning, and re-installation by a Varian support team ensures that the apparatus will meet performance specifications after the move so your staff can focus on analytical tasks instead of moving logistics.

Global Availability of Parts and Consumables

Our parts and consumables are Varian certified, to ensure that your instrument will continue to meet your performance requirements. We carry worldwide inventories of critical parts and consumables, typically available for next day delivery, to maximize uptime for you.

Implementation Packages

Varian instruments can be purchased with a complete implementation package to get you up and running as quickly as possible – ready for routine use of your new instrument. The package includes installation, on-site operator training, applications assistance and continuing support.

Other Services

On-Demand Support – Varian offers competitive, hourly paid service given by factory-trained representatives.



Varian EduCare

Accelerate Productivity

Varian training courses help your organization save time and money. Comprehensive lectures with hands-on training are presented by highly experienced and factory-trained specialists to bring you and your staff up to speed quickly. Training expedites the productive use of new instruments (Figure 1) and your training investment will be rapidly returned in productivity gains.

Varian's EduCare training program presents our customers with a thorough understanding of the analytical technique, instrumentation and software, and how all these elements link together. With our training support, you will be able to optimize the performance of your analysis to acquire faster, more reliable and accurate results with minimum instrument downtime or application issues.

Training Courses

Varian EduCare provides a wide variety of training courses to familiarize new users with our instruments and to tutor our more experienced users on the latest analytical techniques. Class size is limited to assure you the optimum learning experience and maximize your hands-on use of the instruments.

On-site Training and Applications Assistance

Varian's on-site training can eliminate travel time and expense while ensuring immediate productivity for your instrument. Material from Varian's standard courses may be combined with information unique to your applications to create highly effective curricula targeted to your team.

Productivity Ramp

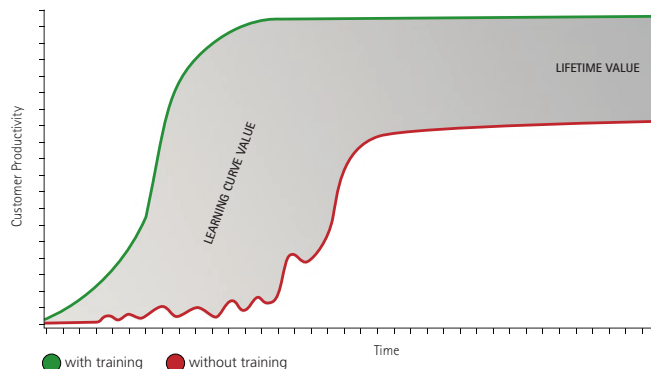


Figure 1 Proper training quickly leads to greater productivity and increases the value of your investment.

Varian Provides:

- Professional training at your facility with your equipment and applications
- Educational courses from the experts
- Custom training with materials from Varian's standard courses, enhanced by additional information as required
- Internet-based training

EduCare Benefits:

- Saves you time and money
- Brings your staff up to a productive level quickly
- Gives confidence that analyses are conducted accurately and efficiently



Qualification Services

Certification and Qualification Services

With Varian managing the life cycle of your instrumentation, your staff can focus on productivity. To assist you in meeting ISO 9001, FDA, and other regulatory compliance guidelines, Varian offers certification services, including all necessary documentation.

Analytical Instrument Qualification

Analytical Instrument Qualification (AIQ) is a continuous evaluation of processes, products or methods in order to ensure compliance with product or method requirements. It is a collection of documented evidence that an instrument performs suitably for its intended purpose.

Our qualification services remove this time-consuming task from your work force and maximize your uptime through AIQ preventative measures.

Benefits of Varian AIQ Support:

- Saves you time and money so you can focus your labor force on other value-added tasks
- Provides an audit trail of compliance in order to satisfy the requirements of regulatory agencies and other organizations
- Maximizes productivity through qualification testing that shows the instrument is performing according to manufacturers' specifications
- Prevents instrument performance problems before they become sample analysis problems
- Minimizes risk associated with other service providers not knowing all aspects of our instrumentation – you have Varian's commitment to quality
- Standardized qualification documentation across all of our products makes auditing uniform on a global basis
- Lowers your risk to failing an audit

AIQ Activities are Grouped Into the Following Six Categories:

- Design Qualification (DQ)
- Performance Qualification (PQ)
- Installation Qualification (IQ)
- Re-qualification (RQ)
- Operational Qualification (OQ)
- Mechanical Qualification (MQ)

Design Qualification

During DQ the instrument purchaser defines the functional and operational specifications of the instrument, based on intended purpose.

Varian will assist you through the DQ phases by providing documented evidence that the hardware and software was developed and validated in accordance with ISO9001:2000.

Installation Qualification

IQ is a documented collection of activities to ensure that equipment is delivered as specified and properly installed in a suitable environment.

IQ guides you through the process of finalizing your instrument installation site, unpacking and initial configuration of your instrument and installation of your software. The document is a series of tests and procedures that you and your Varian Representative will work through together to ensure that all of the Varian recommendations and specifications have been met. The IQ provides you with a place to store your associated documents such as Test Certificates, warranties, and packing lists.

When to perform an IQ?

- Installing new hardware or software
- Adding new components or accessories to an instrument
- After moving the instrument to a new location





Operational Qualification

OQ is a documented collection of activities necessary to demonstrate that an instrument will function according to its operational specifications.

The OQ puts your instrument and software through its paces to ensure that all the components are correctly functioning. OQ ensures the accuracy and precision of the instrument and can discover problems before they occur in an actual analysis. Varian recommends preventive maintenance prior to performing OQ.

When to perform an OQ?

- Installing new hardware or software (version upgrade, update, application or patch)
- After an instrument repair
- Any software changes that could affect security, data integrity or administrative control

Performance Qualification

PQ is a documented collection of activities necessary to demonstrate that an instrument consistently performs according to specifications defined by the user. PQ may include system suitability tests and quality control checks. Varian recommends preventive maintenance prior to performing PQ. This can be scheduled to coincide with PQ, helping to minimize downtime and expense.

Note: only Varian Dissolution products are PQ supported by Varian.

When to perform PQ?

- To prove the instrument is capable of performing routine analysis to specifications
- The test frequency is user selectable, but usually more frequent than the OQ
- The PQ should be performed under the conditions that are identical to the routine analysis

Mechanical Qualification

MQ is a documented collection of activities that demonstrate that a Dissolution Tester meets the stipulations of the ASTM E2503-07 Standard Practice. Varian recommends preventive maintenance prior to performing MQ. This can be scheduled to coincide with MQ, helping to minimize downtime and expense.

Note: only Varian Dissolution products are MQ supported by Varian.

When to perform MQ?

- The recommended frequency is six months, but may be performed at more frequent intervals depending on individual circumstances

Re-Qualification

If you are looking to re-qualify your instrument, the RQ document is the perfect solution. During Re-Qualification you and your Varian Representative will work together to ensure all preventative maintenance activities are completed. Then Varian will complete the instrument performance tests to ensure that the instrument and software are performing to the specifications provided by Varian, Inc.

When to Perform RQ?

- The recommended frequency is six months, but may be performed at more frequent intervals depending on individual circumstances

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Varian Care Program and Qualification Services

Varian offers robust instrumentation, application-based consumables, and customer-focused services, backed by our global team of product and applications experts, ready to help you solve your analytical challenges. Whether you're monitoring impurities in drinking water, designing new therapeutic drugs, or developing cleaner fuels, our solutions deliver the sensitivity, flexibility and productivity your lab requires.



Varian Care Program

Our goal is to help you increase your productivity, maximize your uptime and achieve the highest return possible on your investment. Our experienced and highly-qualified support organization is strategically located throughout the world to ensure rapid response.

Be confident knowing that your instrument will deliver maximum performance, your users are fully trained and expert technicians will respond quickly to your support needs – because Varian cares.

Shop Online

Varian offers the added convenience of purchasing products online. The products you need are just a few clicks away at www.varianinc.com

We are committed to meeting your needs with a full range of consumable products and supplies. Call today to request your free copy of our comprehensive analytical supplies catalog or download it from our web site.

Varian, Inc.

www.varianinc.com

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Asia Pacific Australia: 613.9560.7133

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Other sales offices and dealers throughout the world— check our Web site.



VARIAN

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