

VWR COLLECTION COLD STORAGE PRODUCT SERVICES

VWRCATALYST offers convenient and efficient field service support for your VWR Collection cold storage chambers, with an average turnaround time of 2-3 weeks from receipt of your completed work order. We offer services throughout the U.S. that conform to GMP, GLP, and ISO 9001 quality and documentation requirements.



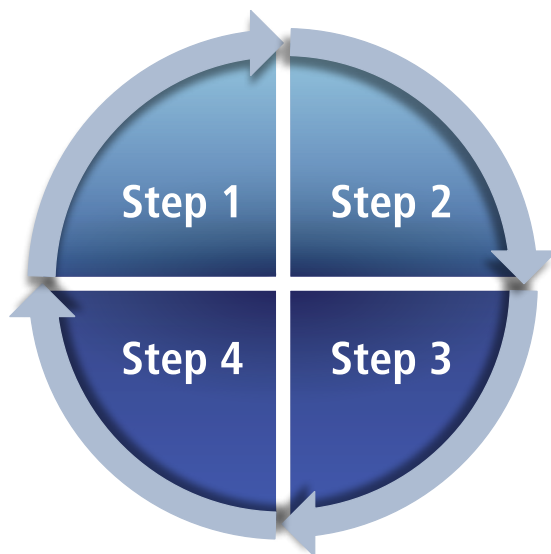
- **Calibration** at a single equilibrated set point using NIST traceable standards. The chamber set point is tuned as necessary and retested. Upon completion, a calibration form will be provided with “as found” and “as left” measurements obtained during the calibration process.
- **Preventive Maintenance & Calibration** service that includes cleaning of seals, fans, and gaskets as well as an inspection of the chamber operation and utilities. The chamber is inspected for interior and exterior physical damage, electrical connections, and operation of temperature monitoring indicators. After preventive maintenance, our service technicians will calibrate the chamber as described in Calibration section above.
- **Validation (IQ/OQ)** - Installation Qualification and Operation Qualification service includes a standardized protocol procedure, calibration, tuning, IQ (verify design specifications, system SOP, document configuration, software, environmental conditions, and required utilities), and OQ (perform empty chamber temperature mapping for 24 hours at a maximum of 12 points, open door and power loss temperature profile challenge testing).
Note: IQ (Installation Qualification) does not include installation. Each device is required to be powered up and equilibrated at the temperature set point for a minimum of 24 hours.
- **Validation (IQ/OQ/PQ)** - Installation Qualification, Operation Qualification, and Performance Qualification. IQ/OQ will be performed as described in the Validation section above. The PQ consists of loaded chamber temperature mapping for an additional 24 hours at a maximum of 12 points.
- **Optional Services:**
 - **Installation:** Our technicians will install the unit for you according to the manufacturer’s specifications.
 - **Customized Protocol Development:** We will modify the standard protocol based on your specific requirements. Modified protocols must be written, reviewed, and approved prior to execution.
 - **PQ Only:** Our technicians will execute the performance qualification with loaded chamber mapping for 24 hours.

Step 1

Place an order from any VWR Collection cold storage product page and specify the service(s) and number of chambers (any model) requiring service. VWR Catalog Numbers are provided for each chamber product family.

Step 4

A regional field service technician will visit your site and perform the services specified in the work order form. You will receive a service report or completed protocol upon completion.



Step 2

You will receive a service package envelope in the mail that includes a work order form and a prepaid return shipping label. Simply complete the work order and either mail it to our service center by using the prepaid return shipping label or scan and email to VWR@csa-service.com.

Step 3

Once we receive the completed work order form, you will be contacted within two business days to schedule the service. For validation services, we will provide the standard protocol for your review. We ask for 2–3 weeks lead-time for scheduling services.
Note: If a customized protocol is needed, additional fees may be applied based on requirements.



VWR Pre-Service Checklist

Before services can be scheduled, **the following steps must be verified as complete** for each cold storage chamber to be serviced:

- ☐ Each device to be serviced has been received from VWR, installed, and connected to applicable utilities.
- ☐ Each device is configured for normal use. This includes installation of shelving and other components.
- ☐ Each device has been powered up and equilibrated at the temperature set point for a minimum of 24 hours.
- ☐ Each protocol has been received and reviewed according to internal policies.
- ☐ Requested service dates are specified in the Work Order form. The service visit has been confirmed via email or phone.
- ☐ Any site requirements (orientation, training, safety, etc.) have been provided prior to arrival on site.
- ☐ A client representative has been identified as the local site contact to escort the technician upon arrival.

What to expect for Calibration / Calibration & PM service?

Work Order Received	<ul style="list-style-type: none">• Service date scheduled and confirmed• Cancellation within two business days of scheduled service date will be invoiced as a completed service• Technician will arrive at the pre-determined time
Calibration Visit	<ul style="list-style-type: none">• Probes inserted and equipment equilibrated• Calibration measurements taken• Adjustments made (if necessary) and unit re-equilibrated. Calibration test verified• Service form completed and submitted to the customer
PM/Cal Visit	<ul style="list-style-type: none">• PM inspection performed• Gaskets, seals, and vents cleaned• Unit is equilibrated• Calibration is performed, as specified above

What to expect for IQ/OQ or IQ/OQ/PQ service?

Work Order Received	<ul style="list-style-type: none">• Service date is scheduled and confirmed• Cancellation within three business days of scheduled service date will result in a \$750 cancellation fee
Tuesday of Service Visit	<ul style="list-style-type: none">• Technician arrival by noon• Protocol initiated• Unloaded chamber mapping initiated
Wednesday of Service Visit	<ul style="list-style-type: none">• Unloaded temperature mapping completed• Alarm and UI challenge tests performed; manuals and SOPs must be available• Loaded temperature mapping initiated by 6pm
Thursday of Service Visit	<ul style="list-style-type: none">• Data collection from loaded chamber testing• No visit from field engineer
Friday of Service Visit	<ul style="list-style-type: none">• Loaded chamber mapping completed• Technician packs up test equipment kit
The Week After Visit	<ul style="list-style-type: none">• Data is downloaded from test equipment• Data is processed, summary report is written, protocol is completed• The completed protocol is returned to the customer within 5-7 business days

Frequently Asked Questions

What deliverables will I receive?

Each Calibration or PM/Calibration service is documented in a chamber service form. IQ/OQ and IQ/OQ/PQ services are documented in a standard protocol that meets the current guidelines of the FDA and industry best practices. Supporting documentation including data reports, Certificates of Analysis (COAs), calibration certificates, and summaries are attached to the form or protocol at the conclusion of the service. If you need a customized protocol, please contact us via 1.888.792.2300 or vwrcatalyst@vwr.com.

What happens if an IQ/OQ or IQ/OQ/PQ test fails?

The chamber validation is an independent assessment of equipment performance and as such, VWR is not responsible for remediating any test failure that results from a proper execution. The service technician will document all non-conformances in the protocol NCR form and may offer recommendations. Additional remediation support is available by contacting VWR at 1.888.792.2300 or vwrcatalyst@vwr.com.

Are services fully GMP compliant?

Each service conforms to standard industry practices for validation in accordance with applicable FDA regulations, official guidance, and recognized standards. Qualification protocols and service procedures are developed by experts in the use, maintenance, and testing of the equipment to which they pertain.

What specifications are used for testing?

The acceptance criteria for calibration and IQ/OQ/PQ testing will be the specifications published by the equipment manufacturer and/or standard industry practice. These specifications can be found in the protocol or service form. Alternative specification requests may be specified in the work order form.

What if I have unique Quality System requirements?

Customized services are available at an individually quoted price. Please contact VWR at 1.888.792.2300 or vwrcatalyst@vwr.com to order.

Can I request services for chambers other than those from the VWR Collection?

Yes, of course. Please specify the make and model of each chamber requiring services and contact VWR at 1.888.792.2300 or vwrcatalyst@vwr.com.

Who can I call for technical questions or support?

Please contact VWR at 1.888.792.2300 or vwrcatalyst@vwr.com for questions or technical support.