

# **Complete Protection** with Milli-Q<sup>®</sup> Service Total<sup>™</sup> Plan



Services for your lab water system

passion to prive your performance

Merck

The life science business of Merck operates as MilliporeSigma in the U.S. and Canada.

## Milli-Q<sup>®</sup> Service Total<sup>™</sup> Plan A comprehensive package for total peace of mind

## MAXIMIZE control of your budget & PREVENT downtime

- Unlimited troubleshooting/repair visits
- Free genuine spare parts
- One annual preventive maintenance visit that includes:
  - Full check-up from a Milli-Q<sup>®</sup>-certified Field Service Engineer
  - Diagnostic Report for traceability and archiving
  - Maintenance Kit for replacement of aging connections and tubing

#### **Get RAPID solutions**

- Priority customer status for any requests, including service visits and parts delivery
- Unlimited access to our technical support hotline
  - Speak directly with our in-house, specialized service experts
  - Rapidly diagnose, investigate and solve issues; schedule visits when needed

#### MINIMIZE risk & ENSURE expert service

- · Quality-certified and harmonized expertise
  - Only factory-trained Field Service Engineers repair and maintain our water purification systems in compliance with our worldwide auditable Standard Operating Procedures
- Service history traceability
  - Diagnostic Report provided after each visit detailing system performance and maintenance performed
- Genuine spare parts from our ISO 9001-certified manufacturing site

## CHOOSE from tailor-made support options for your lab's specific needs, including:

- Verification
- Calibration
- Pharmacopeia suitability tests
- Sanitization
- Customized user training
- Extended guarantees
- Scheduled shipments of consumables and parts
- Additional preventive maintenance visits

## Milli-Q<sup>®</sup> Service Total Pharma<sup>™</sup> Plan

### Designed & fit for regulated environments

system components

Receive specialized help in complying with international quality standards. Our Pharma plan contains a complete set of operational verification tests with related procedures that follow guidelines (e.g., cGMP, GLP).



## Qualification protocols

Requalification procedures for demonstrating compliance with regulations



### Maintenance procedures

Log files enabling full Certify the traceability of critical devices a

Calibration

certificates

Certify that monitoring devices are properly calibrated with traceability to national and international standards

# Qualification test

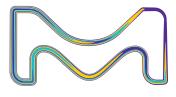
All test equipment needed for qualification is calibrated according to metrological norms with traceability to the international standards

### Qualified Field Service Engineers

Only Field Service Engineers who have successfully completed an extensive Validation program may perform requalification procedures

For more information, visit our website: MerckMillipore.com/Milli-QServices

Telephone, e-mail or fax any questions to your local Milli-Q<sup>®</sup> representative for a prompt and informative answer.



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