

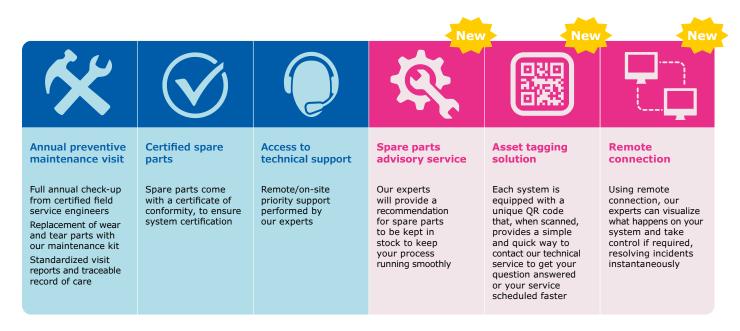
System Service Reliance Plans

Maintain your validated system performance with a priority access to support

To ensure optimum equipment uptime and mitigate the risk that the equipment does not meet the validated performance specifications, we have developed System Service Reliance Plans; a complete range of services for your systems and equipment. These comprehensive service and support packages allow you to select a coverage level that best fits your needs.

- Essential Reliance Plan: includes a selection of preventive maintenance and troubleshooting services
- Advanced Reliance Plan: provides higher coverage, with faster response time and priority access to remote and on-site support
- Total Reliance Plan: guarantees the highest level of protection for your equipment and our fastest reaction time

All services are performed by our global experts who have intimate knowledge of our equipment, backed by decades of experience. The System Service Reliance Plans include the following services and support solutions:





System Service Reliance Plans

Coverage Level

		Protection Level		Risk Level
Services	Details	Total Reliance Plan	Advanced Reliance Plan	Essential Reliance Plan
System Eligibility		<10 years	<15 years	All ages
Preventive Maintenance (PM) visit	1 PM visit (labor and travel included) ^(a)	✓	✓	✓
Preventive Maintenance (PM) spare parts kit	Yearly preventive maintenance spare parts kit	X	×	×
Traceable and auditable documentation	Full service report	✓	✓	✓
Spare parts storage assessment	Spare part advisory service (first year only)	✓	✓	✓
Asset tagging solution	QR code sticker and cards	□	□	□
Remote troubleshooting	Priority remote support on system and *software(b)—phone and email	24 h ^(e)	24 h ^(e)	✓
	*Priority remote support on system and software(b)— remote connection(c)			x
On-site troubleshooting	On-site support—response time	Within 48 h ^(f)	Within 5 days ^(f)	No engagement on response time
	Troubleshooting/repair visit (labor and travel included)	Unlimited	1 per year (no carry over)	Billable services
Spare parts	Spare parts for repair ^(d)	Included	15% discount ^(g)	10% discount(g)
Software update	*Minor software update execution(h)	✓	✓	✓





^{*} These features are not available for Mobius® iFlex Bioreactor and a seperate service contract should be taken out with the software provider.

- (a) Maintenance kit to be purchased separately prior to service.
- (b) Support provided via phone and email and limited to 10 cases per year and 30 h of investigation.
- (c) Only for suitable systems and if the connection is tested upfront with customer.
- (d) Best effort is aimed at supplying spare parts and/or find equivalent over the system's lifetime, but no guarantee of availability over time.
- (e) 24h from the customer's requests, to our service team returning the call. May vary depending on customer's location.
- (f) Five business days for Advanced, or 48 business hours for Total, from the time when it is agreed that a troubleshooting visit is necessary.
- (g) Discount on list price.
- (h) For Software developed by MilliporeSigma only. Included if performed during the yearly PM visit. Post update qualification not included.

Subscribe now to the System Service Reliance Plan that best fits your needs

For additional information, please visit **SigmaAldrich.com/services-plans**

