

## Tips to Ensure Lab Work—and Water— Never Stop Flowing

Picture it: Your office, 2022. You are ordering supplies when you hear a ping from your phone. You glance at the notification quickly and freeze:

**"Instrument 2: Pure water resistivity below setpoint."**



No need to panic, though. If you have an online service platform, like MyMilli-Q™ Digital Services, you could solve the problem before you know it. A smooth-running laboratory can be buoyed by remote monitoring, rapid troubleshooting, digital capabilities and water free of contaminants.

Log in to the online platform for a live view of how all water systems are performing, including water quality information such as temperature, resistivity and TOC.



Troubleshooting tips for the specific alarm are outlined in the platform. Depending on the alarm, you may be able to quickly fix it yourself.



In the event additional help is needed, a platform like MyMilli-Q™ Digital Services quickly connects you with a certified technician for remote support and/or maintenance.



If the instrument in question needs additional support, a service appointment can be made for an engineer to deliver and install any necessary parts, such as a new filter membrane.



Once the alarm is resolved, it's a good idea to check consumables inventory and the contract status of any systems in the lab. A digital service gives you a simplified approach to tracking service plans, water quality monitoring, remote assistance and data traceability.

