

# System Service Reliance Plans

## Maintain Optimal System Performance, Minimize Downtime, and Access Priority Support

To ensure optimum equipment uptime and regulatory compliance while mitigating risks, 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. The Essential Reliance Plan includes a selection of preventive maintenance and troubleshooting services while the Advanced Reliance Plan provides higher coverage, with faster response time and priority access to remote and on-site support (see table on page 2).

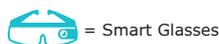
All services are performed by our global experts who have intimate knowledge of our equipment, backed by decades of experience. The System Service Reliance Plans include the following services and support solutions:

|   |   |  |   |   |   |  |
|---|---|--|---|---|---|--|
|   |   |  |   |   |   |  |
| <b>Annual preventive maintenance visit</b>  | <b>Certified spare parts</b>  | <b>Access to technical support</b>                       | <b>Spare parts advisory service</b>   | <b>Asset tagging solution</b>   | <b>Smart Glasses</b>  | <b>Remote connection</b>   |
| Full annual check-up from certified field service engineers<br>Replacement of wear and tear parts with our maintenance kit<br>Standardized visit reports and traceable record of care | Spare parts come with a certificate of conformity, to ensure system certification | Remote/on-site priority support performed by our experts | Our experts will provide a recommendation for spare parts to be kept in stock to keep your process running smoothly | Each system is equipped with a unique QR code that, when scanned, provides a simple and quick way to contact our technical service to get your question answered or your service scheduled faster | Smart glasses are used for remote assistance, ensuring live and efficient support. This support includes equipment setup, emergency guidance, and troubleshooting | Using remote connection, our experts can visualize what happens on your system and take control if required, resolving incidents instantaneously |

# System Service Reliance Plans

## Coverage Level

| Services                                    | Details   | Level of Protection  |                                |
|---|---|--|--------------------------------|
|   |   | Advanced Reliance Plan   | Essential Reliance Plan        |
| <b>System Eligibility</b>                   |   | <15 years  | All ages                       |
| Preventive Maintenance (PM) visit           | 1 PM visit (labor and travel included) <sup>(a)</sup>   | ✓  | ✓                              |
| Preventive Maintenance (PM) spare parts kit | Yearly preventive maintenance spare parts kit   | ✗  | ✗                              |
| 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 <sup>(b)</sup> —phone and email                                    | 24h <sup>(e)</sup>   | ✓                              |
|   | Priority remote support on system and software <sup>(b)</sup> —smart glasses and remote connection <sup>(c)</sup> |  ✓ <sup>(f)</sup>  | ✗                              |
| On-site troubleshooting                     | On-site support—response time   | Within 5 days <sup>(g)</sup>   | No engagement on response time |
|   | Troubleshooting/repair visit (labor and travel included)  | 1 per year (no carry over)   | Billable services              |
| Spare parts                                 | Spare parts for repair <sup>(d)</sup>   | 15% discount <sup>(h)</sup>  | 10% discount <sup>(h)</sup>    |



(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. Software update not included in Service Reliance Plans.

(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) Smart glasses eligibility: for number of service plans  $\geq 3$  large systems and  $\geq 5$  small systems (Integritest<sup>®</sup> 5 System, Mobius<sup>®</sup> MIX System, Mobius<sup>®</sup> Power MIX System). 1 pair of smart glasses per customer. Additional pair will be charged.

(g) Five business days for Advanced, from the time when it is agreed that a troubleshooting visit is necessary.

(h) Discount on list price.

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

For additional information, please visit  
[www.MerckMillipore.com/Systems-Services](http://www.MerckMillipore.com/Systems-Services)

