



Complete Protection with Milli-Q® Service Total™ Plan

Annual preventive maintenance visit



Unlimited troubleshooting/repair visits



Free genuine spare parts



Everything else you expect from Milli-Q®
Services for your lab water system



Certified Field
Service Engineers



Traceable
documentation



Choice of tailored
service options

passion to drive your
performance

Milli-Q® Service Total™ 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®-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® Service Total Pharma™ Plan

Designed & fit for regulated environments

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 traceability of critical system components



Calibration certificates

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



Qualification test equipment

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® representative for a prompt and informative answer.

