

passion to drive your performance

Millipore® Service Plans for your microbiology testing equipment

- Tailored service plans
- Preventive maintenance
- Certified service engineers
- Traceable documentation



The Life Science business of Merck operates as MilliporeSigma in the U.S. and Canada.

Millipore®

Preparation, Separation,
Filtration & Monitoring Products

**Ensure Reliable Performance.
Extend Lifetime.
Optimize Your Investment.**

**100%
SERVICE**

Your equipment is a sophisticated laboratory instrument that contains highly sensitive and complex technologies to accurately perform quality control tests. Critical mechanical and electrical components must be routinely inspected, calibrated, and serviced to prevent any damage and to guarantee your equipment meets manufacturer’s specifications.






cGMP requires ALL equipment to be properly maintained:

- **EU GMP Vol.4, 3.41:** *Measuring, weighing, recording and control equipment should be calibrated and checked at defined intervals by appropriate methods. Adequate records of such tests should be maintained.*
- **FDA Title 21, Part 58.63 - Maintenance and calibration of equipment:**
“Equipment shall be adequately inspected, cleaned, and maintained. Equipment used for the generation, measurement, or assessment of data shall be adequately tested, calibrated and/or standardized.”
- **FDA Title 21, Part 211.67 - Equipment cleaning and maintenance:**
“(b) Written procedures shall be established and followed for cleaning and maintenance of equipment, including utensils, used in the manufacture, processing, packing, or holding of a drug product.”

With our long history of serving the pharmaceutical industry, we have pioneered and refined ground-breaking solutions, demonstrating the regulatory and technological expertise to share this know-how with our customers to make compliance as simple as possible and to help save your valuable resources. **We recommend checking and maintaining the equipment on an annual basis.**

**Get the most from
your microbiology
testing equipment
from the people who
designed and built it.**

Get Peace of Mind
with Millipore® Best-in-Class Service Plans

				
<p>Preventive maintenance</p> <ul style="list-style-type: none"> • Full annual check-up by certified Service Engineers • Replacement of aging parts with our Maintenance Kit (for relevant equipment only) • Standardized service reports and traceable record of care 	<p>Quality certified & harmonized expertise</p> <ul style="list-style-type: none"> • Dedicated team of qualified and highly specialized Service Engineers • Regularly trained on equipment, technologies, monitoring, applications, and regulations • Harmonized tools & SOPs for consistent quality worldwide 	<p>Rapid solutions</p> <ul style="list-style-type: none"> • Priority call status • Unlimited access to our technical support hotline • Assured and prompt access to spare parts 	<p>Genuine spare parts</p> <ul style="list-style-type: none"> • Stringent quality tests and ISO® 9001 certification for our spare parts • Certificate of Conformity provided with critical parts, for assured equipment certification 	<p>Traceable & auditable documentation & tools</p> <ul style="list-style-type: none"> • Detailed diagnostic reports and latest equipment statistics • Assured archiving of history of service and diagnostic reports

Tailor Your Millipore® Service Plan to Meet Your Lab's Needs

Choose the Service Solution that matches your application, quality, and budgetary needs.

To ensure your equipment meets the manufacturer's specifications and to mitigate the risk of breakdown, we have developed a complete Service Plans from yearly preventive maintenance to complete protection with both on-site and workshop options. This comprehensive service package allows you to select the coverage level that best fits your needs.

Service	Details	Protection level			Risk level
		Total Service Plan	Advanced Service Plan	Essential Service Plan	
System eligibility		< 10 years	All ages	All ages	
Preventive maintenance (PM) visit	1 PM visit (labor and travel fees ¹ or return shipment ² included)	✓	✓	✓	
Preventive maintenance (PM) service kit	System specific PM service kit	✗	✗	✗	
Software & firmware updates	PM performance service report	✓	✓	✓	
Traceable and auditable documentation	PM performance service report	✓	✓	✓	
Access to technical support	Remote support on system and software by phone and email	✓	✓	✓	
Repair visits	Labor and travel fees or return shipment ²	Unlimited	One per year	✗	
Spare parts	Spare parts for repair	✓	✗	✗	

¹ According to the region, travel fees might be quoted separately

² For workshop service plan only

Customize your service plan with a choice of individual support options, including:

- End of life verification service
- Additional calibration visit
- Sanitization*
- Additional preventive maintenance visit
- Priority workshop service

* Only available in the US, Canada, UK, Ireland, France, Belgium, Luxembourg, Italy, Spain, Portugal, Germany, Austria, Denmark, Norway, Sweden and Finland.

For Regulated Environments

We also offer a range of validation services:

- IQ/OQ/PQ validation protocols
- On-site IQ & OQ services
- PQ consultancy services
- Advanced operator training
- Requalification protocols & services

Scan QR code for more information, or visit our webpage SigmaAldrich.com/Microbio-Services-MR



Maximize satisfaction & minimize risk with best-in-class, tailor-made support from Merck.

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Filtration & Monitoring Products

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For more information, please visit our webpage:
SigmaAldrich.com/Microbio-Services-MR

To place an order or receive technical assistance
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Technical Service: **SigmaAldrich.com/techservice**

We have built a unique collection of life science brands with
unrivalled experience in supporting your scientific advancements.

Millipore® Sigma-Aldrich® Supelco® Milli-Q® SAFC® BioReliance®

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