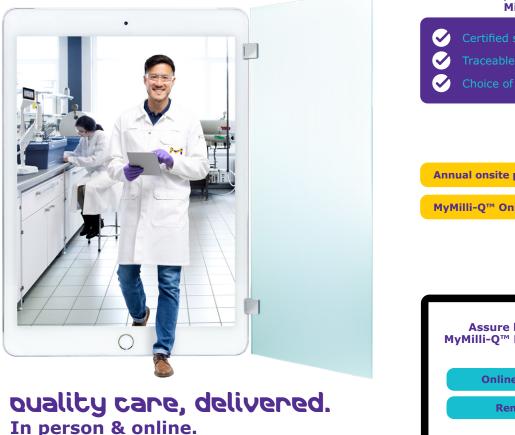


# Fundamental protection with Milli-Q<sup>®</sup> Service Essential<sup>™</sup> Plan



Everything you expect from Milli-Q<sup>®</sup> Services

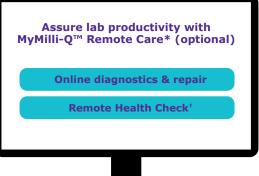
- Certified service engineers
- Traceable documentation
- Choice of tailored service options

t

Annual onsite preventive maintenance visit

MyMilli-Q<sup>™</sup> Online Contract Management

+





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



## Milli-Q<sup>®</sup> Service Essential<sup>™</sup> Plan Covers your lab's fundamental needs

### **ENHANCE** performance & **PREVENT** downtime

- One annual preventive maintenance visit for a complete review of your water purification system, including:
  - Full check-up from a Milli-Q<sup>®</sup>-certified service engineer
  - Diagnostic Report for traceability and archiving
  - Maintenance Kit for replacement of aging connections and tubing

## **Get TIME-SAVING solutions**

- Priority 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
- More efficient contract and consumables management via the MyMilli-Q<sup>™</sup> platform

# **ASSURE PRODUCTIVITY** with expert service, in person and online

- Quality-certified and harmonized expertise
  - Only factory-trained engineers repair and maintain our water systems in compliance with our worldwide auditable Standard Operating Procedures
- Genuine parts from our ISO 9001-certified manufacturing site
- MyMilli-Q<sup>™</sup> Remote Care\* gives you



- Automatic notifications when system care is needed
- Remote monitoring, diagnostics & potentially repair
- Simplified data traceability
- NEW Annual Remote Health Check from an off-site service engineer assures optimal system performance\*<sup>+</sup>

# **CUSTOMIZE** your plan to meet your lab's specific needs:

- Pharmacopeia suitability tests
- Extended guarantees
- Additional preventive maintenance visits
- Scheduled shipments of consumables and parts

## Milli-Q<sup>®</sup> Service Essential<sup>™</sup> Pharma Plan

## Designed & fit for regulated environments

critical system

components

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).



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 service engineers

Only service engineers who have successfully completed an extensive Validation program may perform requalification procedures

\*Available for high-flow 7000 series systems: Milli-Q<sup>®</sup> HX, HX SD, HR and CLX, and benchtop Milli-Q<sup>®</sup> IQ, IX and EQ water purification systems. †Speak with your local lab water representative to find out if this service is available in your country.

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

For more information, visit our website: SigmaAldrich.com/milli-qservices

demonstrating

regulations

compliance with



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