

# PREMIUM COVERAGE with Milli-Q® Service Proactive™ Plan



**quality care, delivered.**  
In person & online.

Everything you expect from  
**Milli-Q® Services**

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



Unlimited repair visits

Annual onsite preventive maintenance visit

MyMilli-Q™ Online Contract Management

Free genuine spare parts



Prevent downtime & assure  
operational efficiency with our most  
complete digital services package.

Proactive alarm monitoring

Annual Remote Health Check

Online diagnostics & repair



# Milli-Q® Service Proactive™ Plan

Let us help you to achieve excellence in operational efficiency with this proactive service and our fastest response time.

## MINIMIZE RISK of downtime

- NEW 24/7 real-time alarm monitoring with proactive service in our fastest response time\*
- Unlimited troubleshooting or repair visits
- Annual preventive maintenance visit that includes:
  - Full check-up from a Milli-Q®-certified service engineer
  - Diagnostic Report for traceability and archiving
  - Maintenance Kit for replacement of aging connections and tubing
- Free genuine spare parts

## 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™ 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™ 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



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

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

## Milli-Q® Service Proactive™ 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 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® HX, HX SD, HR and CLX, and benchtop Milli-Q® IQ, IX and EQ water purification systems.

†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](https://SigmaAldrich.com/milli-qservices)

