



# System Service Reliance Plans

Maintain your validated system performance with a priority access to support

To ensure optimum equipment uptime and mitigate the risk that the equipment does not meet the validated performance specifications, 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.






- **Essential** Reliance Plan: includes a selection of preventive maintenance and troubleshooting services
- **Advanced** Reliance Plan: provides higher coverage, with faster response time and priority access to remote and on-site support
- **Total** Reliance Plan: guarantees the highest level of protection for your equipment and our fastest reaction time

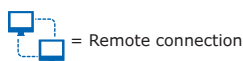
All services are performed by our global experts who have intimate knowledge of our equipment, backed by decades of experience. The System Service Reliance Plans include the following services and support solutions:

			 <b>New</b>	 <b>New</b>	 <b>New</b>
<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>Remote connection</b>
Full annual check-up from certified field service engineers Replacement of wear and tear parts with our maintenance kit 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	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	Protection Level			Risk Level
		Total Reliance Plan	Advanced Reliance Plan	Essential Reliance Plan	
<b>System Eligibility</b>		<b>&lt;10 years</b>	<b>&lt;15 years</b>	<b>All ages</b>	
<b>Preventive Maintenance (PM) visit</b>	1 PM visit (labor and travel included) <sup>(a)</sup>	✓	✓	✓	
<b>Preventive Maintenance (PM) spare parts kit</b>	Yearly preventive maintenance spare parts kit	✗	✗	✗	
<b>Traceable and auditable documentation</b>	Full service report	✓	✓	✓	
<b>Spare parts storage assessment</b>	Spare part advisory service (first year only)	✓	✓	✓	
<b>Asset tagging solution</b>	QR code sticker and cards	 ✓	 ✓	 ✓	
<b>Remote troubleshooting</b>	Priority remote support on system and *software <sup>(b)</sup> —phone and email	24 h <sup>(e)</sup>	24 h <sup>(e)</sup>	✓	
	*Priority remote support on system and software <sup>(b)</sup> —remote connection <sup>(c)</sup>	 ✓	 ✓	✗	
<b>On-site troubleshooting</b>	On-site support—response time	Within 48 h <sup>(f)</sup>	Within 5 days <sup>(f)</sup>	No engagement on response time	
	Troubleshooting/repair visit (labor and travel included)	Unlimited	1 per year (no carry over)	Billable services	
<b>Spare parts</b>	Spare parts for repair <sup>(d)</sup>	Included	15% discount <sup>(g)</sup>	10% discount <sup>(g)</sup>	
<b>Software update</b>	*Minor software update execution <sup>(h)</sup>	✓	✓	✓	



= Remote connection



= Asset Tagging

\* These features are not available for Mobius® iFlex Bioreactor and a separate service contract should be taken out with the software provider.

(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.

(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) Five business days for Advanced, or 48 business hours for Total, from the time when it is agreed that a troubleshooting visit is necessary.

(g) Discount on list price.

(h) For Software developed by Merck only. Included if performed during the yearly PM visit. Post update qualification not included.

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

For additional information, please visit [SigmaAldrich.com/services-plans](https://SigmaAldrich.com/services-plans)

