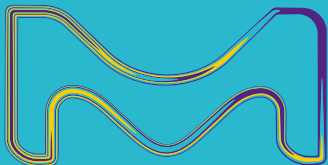


MERCK

quality care, delivered.  
in person & online.



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

**Milli-Q**<sup>®</sup>  
Lab Water Solutions

# Milli-Q® Services & Support

## Confidence in your water purification system, year after year

Get the best support from the people who designed and built your water system.

A sudden lack of water can seriously upset day-to-day operations in your laboratory. Likewise, unknowingly working with substandard or variable water quality can lead to inconsistencies in your analyses that cost you valuable time searching for the root cause.

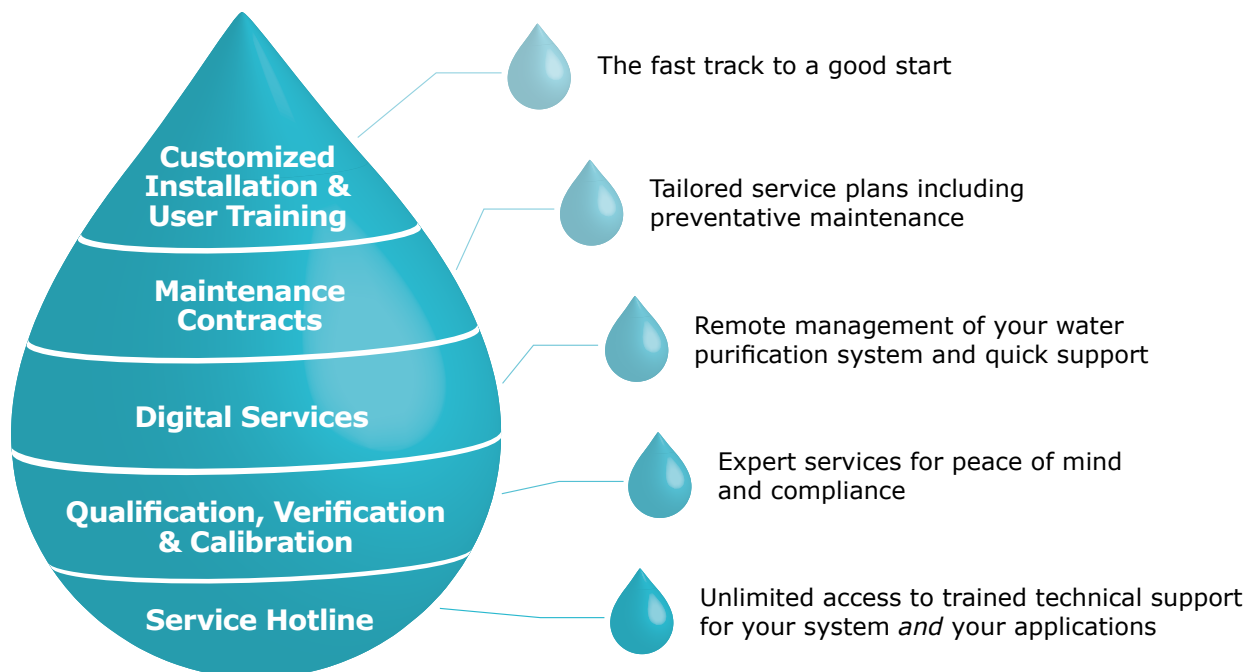
Like any instrument you use extensively, it's important to ensure that your water system operates to specifications every day. Milli-Q® Services can optimize your water system's performance and extend its lifetime. You'll **avoid unforeseen downtime** and ensure your system **always delivers the correct water quality**. For maximum value, select from services options that match your specific needs, including **assistance for regulated environments** and our unique **digital services**.

### Why Milli-Q® Services?

- **Certified Engineers**  
Only Milli-Q® certified field service engineers provide on-site specialist support
- **Application Expertise**  
As a leading global company for innovative life science products, we provide scientist-to-scientist support for your lab's applications
- **Worldwide Availability**  
With a large network of highly trained service engineers, expert support is never far from your lab
- **ISO 9001:2015 Certified Service Organization\***  
An externally audited quality management system guarantees highest quality standards and continuous improvement

\*For applicable countries, visit [SigmaAldrich.com/ISO-certificates](http://SigmaAldrich.com/ISO-certificates)

### Our Milli-Q® Services Offer



## Your choice of Milli-Q® Service Plans

Our service plans are **designed to give you peace of mind**. We ensure the performance of your Milli-Q® water purification system is optimized and that it produces consistent quality purified water to support the reliability of your analyses.

**Choose the Milli-Q® service plan that best suits your application, compliance needs, and budget.** All our service agreements include a full annual check-up from a certified field service engineer and genuine parts from our ISO-certified manufacturing site.



	Service Total™ Plan	Service Advanced™ Plan	Service Essential™ Plan
Preventive maintenance visit*	✓	✓	✓
System-specific maintenance kit	✓	✓	✓
Software & firmware updates	✓	✓	✓
Traceable & auditable documentation	✓	✓	✓
MyMilli-Q™ digital services	✓	✓	✓
Free genuine spare parts	✓	-	-
Troubleshooting or repair visits*	Unlimited	1	-

\*Travel is included in the contract price. Additional travel charges might be applicable for customers located outside main city centers.

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

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

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

For environments requiring qualification and validation, we offer our **Service Pharma™ Plans** that include annual requalification of the entire system. See page 5 for more information.

## Preventive maintenance visit: Your system's health checkup

Your water purification system's mechanical and electrical components regularly come into contact with water, so these must be **routinely inspected, calibrated, and serviced** to prevent damage and ensure your lab water continues to meet manufacturer specifications. That's why all our Milli-Q® Service Plans include an annual preventative maintenance visit by one of our Milli-Q® certified field service engineers. During the visit, you'll benefit from a **complete review of your water purification system** which includes:

- Comprehensive check of system specifications
- Replacement of aging parts using the maintenance kit
- Hydraulics and mechanics inspection
- Control of electronic settings and monitoring devices
- Review and testing of events, alarms and alerts
- Software updates
- Operator training
- Application assistance
- Standardized Record of Care reports with traceability of system parameters
- Auditable service operating procedures

Preventive maintenance visits within the framework of a Service Pharma™ Plan (see next page) are performed and documented according to a Maintenance Procedure (MP) in compliance with GLP and cGMP.



*"Michael, our field service engineer, explained to us very clearly what he had done on our water system, and we received his report the same day with all the necessary details. In addition to his explanations, he was quick and careful in the execution of his work. He also respected the schedule he had set for this repair. We are very happy with his service."*

Lab Manager at a biotech company, Belgium

## Consumables Supply Agreements: Timely shipments guaranteed

Don't be caught unprepared when you need to replace a cartridge or other consumable to keep your Milli-Q® water purification system operating reliably. A Consumables Supply Agreement allows you to reduce administration by processing only a single supply order per year. Plus, maintain the flexibility to adjust shipments to your needs and receive preferred pricing.

Visit [SigmaAldrich.com/milliq-csa](https://SigmaAldrich.com/milliq-csa) for details.

## Regulated environments: Services to support compliance

### Our qualification program to validate your water purification system

Laboratories in regulated environments, like in the pharmaceutical industry, must follow guidelines such as cGMP and GLP. To facilitate validation of your water purification system, we have compiled a **full qualification program**. Its protocols, carried out by our specially trained and certified field service engineers, ensure your system is fully compliant when audited.

Our qualification program covers:

- **Qualification workbooks** with files for Installation Qualification (**IQ**), Operational Qualification (**OQ**), Maintenance Procedures (**MP**), and examples of Performance Qualification (**PQ**)
- **Certificates of Conformity and Quality and Calibration certificates** in support of compliance with cGMP and GLP

### Pharma service plans for continued compliance and peace of mind

We highly recommend requalifying your water purification system every year or whenever a major system component is replaced. For this reason, we've integrated **full system requalification** into all our Milli-Q® Service Pharma™ Plans for the pharmaceutical industry.

Visit [SigmaAldrich.com/milliq-qualification](https://SigmaAldrich.com/milliq-qualification) for details.

## Our ISO 9001:2015 certified services stand for quality

We are proud of the quality of our lab water products and services, for which we regularly receive enthusiastic customer feedback. We have gained ISO 9001:2015 certification not only for the design, development and manufacturing of Milli-Q® water purification systems, but also for our lab water field services organization, Milli-Q® Services (visit [SigmaAldrich.com/ISO-certificates](https://SigmaAldrich.com/ISO-certificates) for applicable countries). This demonstrates our commitment to quality assurance, continuous process improvements, and customer satisfaction.



### Equipment compliance and laboratory accreditation

More and more regulatory guidelines require laboratories to certify the quality of their analyses and ensure that measurements do not drift over time. This makes periodic verification and calibration of measuring instruments vital for Quality Assurance (QA). Milli-Q® Services provides **calibration, verification, and USP suitability testing services** for all the meters, sensors and monitors on Milli-Q® systems. We ensure your equipment is fully compliant and support your laboratory's accreditation.

**Talk to your sales representative to get support on the most relevant service for you.**



# MyMilli-Q™ Digital Services: Greater convenience & efficiency

MyMilli-Q™ online solutions are your digital gateway to more efficient water system management, remote monitoring and support, and faster access to the data you need to maximize the productivity of your lab.

Visit [SigmaAldrich.com/mymilli-q](https://SigmaAldrich.com/mymilli-q) for details.

## MyMilli-Q™ Online Contract Management: Save time by managing your contracts & services more efficiently

Our digital contract management service streamlines the administrative care of your water purification systems, freeing your time to focus on core tasks. This convenient online service is available for systems with a Milli-Q® Service Plan (see page 3). Request your MyMilli-Q™ online account from your sales representative and start saving time!

### Benefit from digitalized and simplified lab administration procedures:

- At-a-glance, consolidated contract information
- Rapid and efficient planning (manage consumable deliveries, schedule maintenance visits, extend contracts, ...)
- Streamlined audit preparation
- Easily traceable service history and reports

## View contract details and renewals, history of visits

The screenshot displays the MyMilli-Q™ web application interface. At the top, there's a navigation bar with the MyMilli-Q™ logo and a search bar. Below the navigation bar, the main content area is divided into several sections. On the left, there's a sidebar menu with options like Home, Devices, User Management, and Logout. The main content area features a 'Equipment Details' section with a grid of information including Equipment name, Partner name, Customer name, Serial, Asset number, and Install date. Below this, there are tabs for 'Peripheral Devices', 'My Contracts', 'File Management', 'Diagnostic Information', and 'Inventory Information'. The 'My Contracts' tab is active, showing a 'Current Service Contract' section with details like Contract number, Sales Representative Name, Installation date, End of manufacturer warranty, Sales Representative Phone Number, Service level, Service Type, Sales Representative Email, Service Details, and Service Option. To the right of the contract details, there's a 'Service Visit' section with a table showing visit history.

Type	Number	Scheduled Date	Scheduled Time	Attachments
Preventive Maintenance	01234567	Sep-13-2021	19:00:00	
Preventive Maintenance		Aug-06-2020	16:00:00	
Installation		May-29-2019	01:09:00	

## See past and expected consumables deliveries

Consumables contract				
Name	Name	Product Code	Quantity	Shipping Date(s)
PROGARD XL-5-CL QTY 1		PROGTXLCS1	1	Aug-13-2022 📅
Q-GARD XL-4 LPM		QGARDTXL04	1	Aug-25-2022 📅
VENT FILTER / CO2 TRAP		ZFRE012FC	2	Jul-28-2022 📅
UV Lamp (RIOs 60-220 Elix/AFS 40-150)		ZLXUV2L1	2	Sep-19-2022 📅
PROGARD XL QTY 1		PROGTXL001	1	Sep-11-2022 📅
A10 UV LAMP		ZFA10UVM1	1	Oct-23-2022 📅

## MyMilli-Q™ Remote Care: Better assure lab productivity & minimize downtime

Track system and water quality parameters online and reach support more quickly with our web-based service and monitoring tool, MyMilli-Q™ Remote Care. This feature of MyMilli-Q™ Digital Services allows you to monitor and control your system from anywhere by giving you a remote **real-time view of your system's performance and water quality**, including TOC and resistivity. In case of a service event, our service team can access your connected system to **help solve any issue faster**.

### Benefits of MyMilli-Q™ Remote Care:

- **Peace of mind:** Remote access to real-time system information and water quality data
- **Maximal uptime and productivity:** Immediate and customized notifications in case of issues
- **Time savings:** Rapid support from our service team and quick solutions to issues
- **Easier traceability:** Easy-to-find data and quality reports simplify audit preparation and lab accreditation

*MyMilli-Q™ Remote Care is available for the following high-flow 7000 series systems: Milli-Q® HX, HX SD, HR and CLX, as well as benchtop Milli-Q® IQ and Milli-Q® IX water purification systems.*



*"Our hospital is open 24/7 and reliable and stable results are our top priority. We have been using MyMilli-Q™ Remote Care on our Milli-Q® CLX system for the past 2 years and it has twice prevented downtime. We think it is very helpful for stable experimental results."*

Hospital Lab Manager,  
South Korea

## Sustainability: A key consideration in all we do

We're constantly looking at ways to reduce the environmental footprint of our products and services. Digital management of your water purification system and its data reduces your paper use, while MyMilli-Q™ Remote Care can avoid the need for a service visit and thus the associated environmental impact related to travel.

The rating agency EcoVadis has awarded Merck a platinum rating for sustainability performance.

Visit [SigmaAldrich.com/milliq-sustainability](https://SigmaAldrich.com/milliq-sustainability) for details.



# Milli-Q®

Lab Water Solutions

For more information, please visit our website:

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

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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