

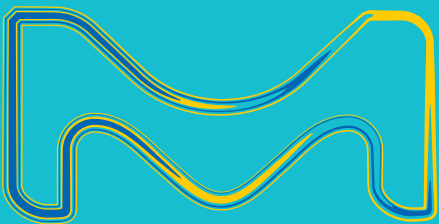
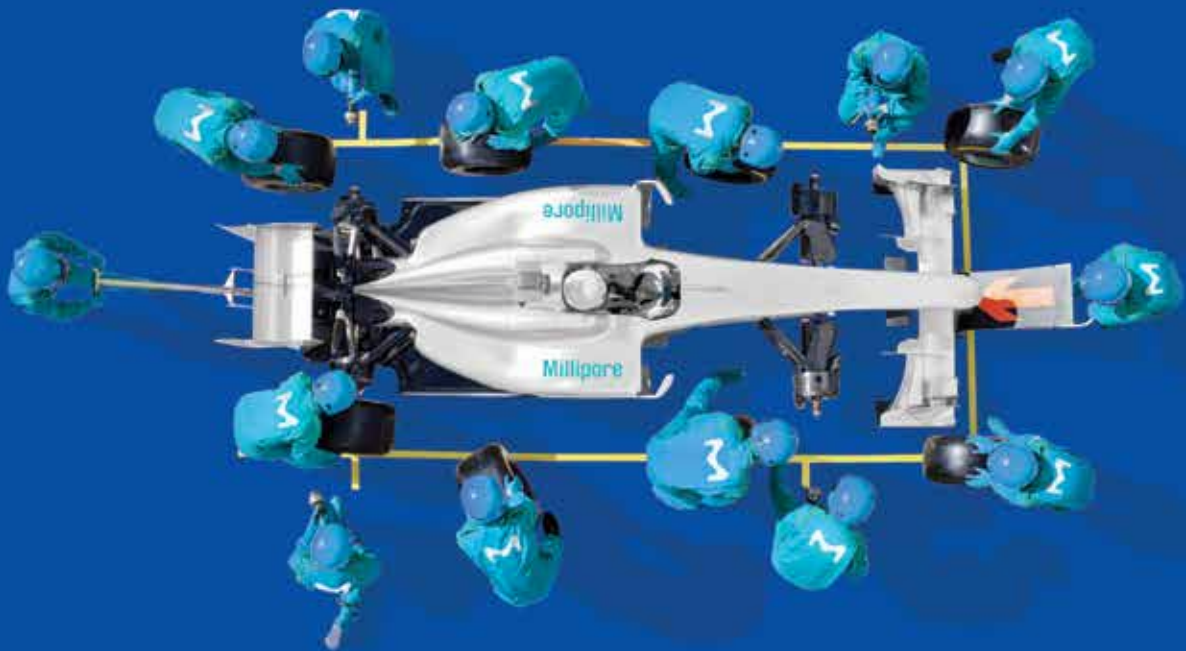
**Millipore®**

Filtration, Separation  
& Preparation

# 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 KGaA, Darmstadt, Germany  
operates as MilliporeSigma in the U.S. and Canada.

**MILLIPORE  
SIGMA**

# Enhance Performance. Extend Lifetime. Optimize Your Investment.

You've already made the decision to invest in your microbiology testing equipment because you know that microbial tests are critical in your QC lab activities.

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

**100%**  
**SERVICE**

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



### Preventive maintenance

- Full annual check-up from certified Service Engineers
- Replacement of aging parts with our Maintenance Kit (for relevant equipment only)
- Standardized service reports and traceable record of care



### Quality certified & harmonized expertise

- Dedicated team of qualified and highly specialized MilliporeSigma service employees and certified service engineers
- Regularly trained on equipment, technologies, monitoring, applications and regulations
- Harmonized tools & SOPs for consistent quality worldwide



### Rapid solutions

- Priority call status
- Unlimited access to our technical support hotline
- Assured and prompt access to spare parts



### Genuine spare parts

- Our parts pass stringent quality tests and are ISO® 9001-certified
- Certificate of Conformity accompanies most parts, for assured equipment certification



### Traceable & auditable documentation & tools

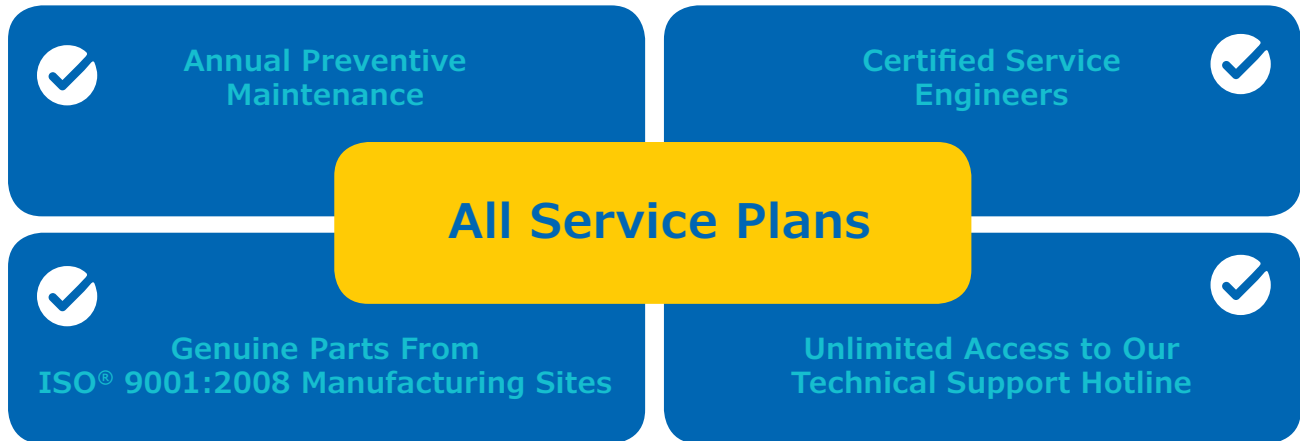
- Receive detailed diagnostic reports and the latest equipment statistics
- Assured archiving of history of service and diagnostic reports

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

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

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

Outstanding core features are at the heart of each Millipore® Service Plan:



During preventive maintenance, a MilliporeSigma-certified Service Engineer performs a complete review of your equipment, including:

- Comprehensive check of equipment specifications
- Performance tests and adjustment/calibration
- Replacement of aging parts using Maintenance Kit
- Review & testing of events, alarms and alerts
- Software updates
- Record of service history with traceability of equipment parameters
- Auditable service operating procedures

For Regulated Environments

We also offer a range of validation services:

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

Choose the service plan that's right for your lab.

We provide a range of tiered service plans to meet the different needs of our customers, from once-yearly maintenance to complete protection.

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

For more information, please visit our website:  
**[EMDMillipore.com/BioMonitoringServices](http://EMDMillipore.com/BioMonitoringServices)**

For more information on our Millipore® Service Plans, please telephone, e-mail or fax any questions to your local Millipore® representative for a prompt and informative answer.

MilliporeSigma  
290 Concord Road  
Billerica, MA 01821

