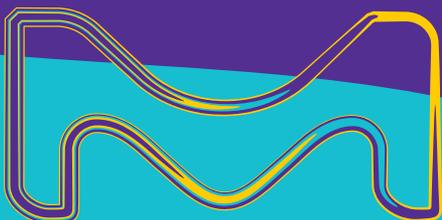
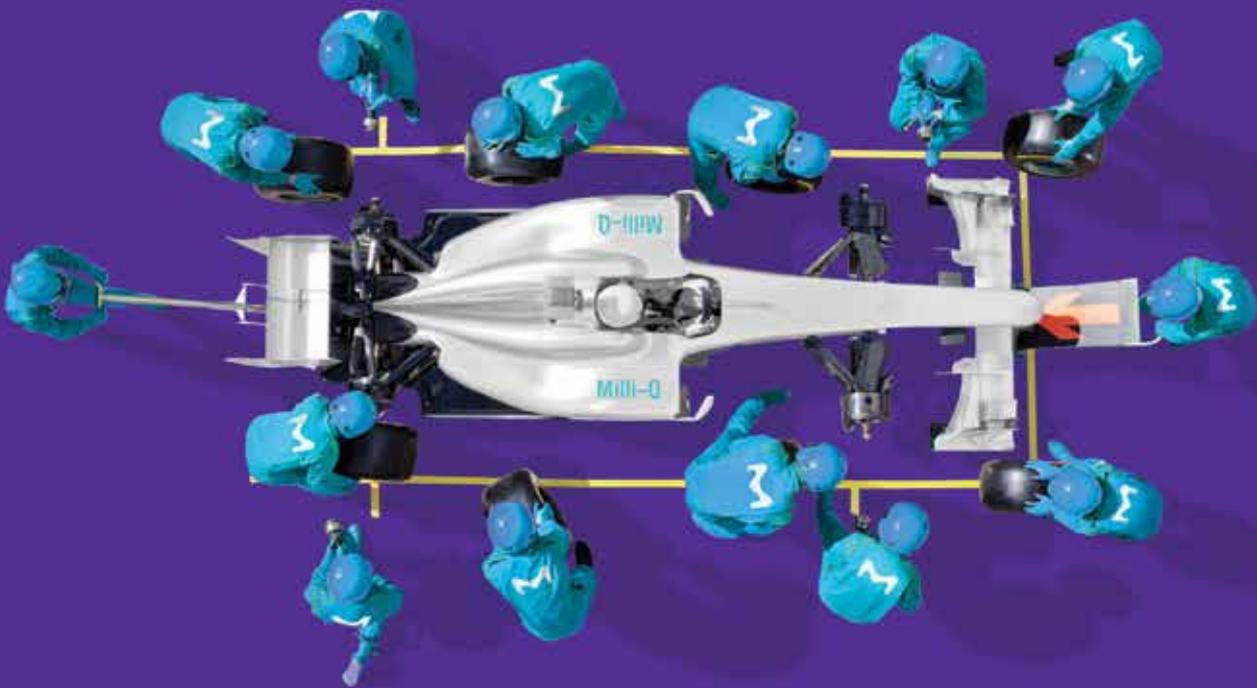


passion to drive your
performance

Milli-Q® Services for your lab water system

- Tailored service plans
- Preventive maintenance visits
- Certified Field Service Engineers
- Traceable documentation



Enhance Performance. Extend Lifetime. Optimize Your Investment.

You've already made the decision to invest in your water purification system because you know that water is a critical reagent whose quality and consistency impact your experiments.

Your purification system is a sophisticated laboratory instrument that contains highly sensitive and complex technologies to accurately measure water quality. Critical mechanical and electrical components are in regular contact with water and must be routinely inspected, calibrated and serviced to prevent damage and guarantee your water meets manufacturer's specifications.

Get Peace of Mind with a Milli-Q® Best-in-Class Service Plan



Preventive maintenance visits

- Full annual check-up from certified Field Service Engineers
- Replacement of aging connections and tubing with our Maintenance Kit
- Standardized visit reports and traceable record of care



Quality certified & harmonized expertise

- Dedicated team of qualified and highly specialized MilliporeSigma Service employees and certified Field Service Engineers
- Regularly trained on water equipment, technologies, 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 system certification



Traceable & auditable documentation & tools

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



Assistance for regulated environments

- Support of GLP and cGMP compliance
- Complete set of qualified tools for validation tests

Get the most from your
Water Purification System from the
people who designed and built it.

Tailor Your Milli-Q® 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 Milli-Q® Service Plan:



During the preventive maintenance visit, a Milli-Q®-certified Field Service Engineer performs a complete review of your water purification system, including:

- Comprehensive check of system specifications
- Replacement of aging parts using Maintenance Kit
- Hydraulics & mechanics inspection
- Control of electronic settings & monitoring devices
- Review & testing of events, alarms and alerts
- Software updates
- Operator training
- Application assistance
- Record of service history with traceability of system parameters
- Auditable service operating procedures

For Regulated Environments:

- IQ/OQ/PQ qualification protocols
- Requalification protocols (OQ)
- Maintenance procedures for consumables / components traceability

Customize your service solution with a range of options, including:

- Verification
- Calibration
- Sanitization
- Scheduled consumables and parts shipment
- Additional preventive maintenance visits
- Customized user training

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:
www.EMDmillipore.com/Milli-QServices

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

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