



## our experts at your service

Discover our services portfolio supporting the EZ-Fluo™ system for water and beverages testing

Today, more and more QC labs adopt rapid detection methods to monitor microbial contamination in water and beverages. We can help you to implement our EZ-Fluo™ rapid detection system and related consumables in a fast and efficient way. Thus, you can optimize your return on investment. Let's work together on getting your products faster and safer on the market!



### Method Development Services

Optimize or simplify your method for an easy validation and cost-effective testing

#### Benefits

##### Quality you expect

We are known for the quality of our products. We apply these same high standards to our method development assignments and keep the same strict attention to meeting your needs.

##### People you can trust

Depending on the scope of your project, we can assemble a team of our experienced scientists with expertise in membrane filtration, microbiology.

##### Methods you can validate

Whatever the assignment is, we know that your goal may be method validation. Therefore, we provide detailed, ready-to-validate methods (Standard Operating Procedure).

##### Ready when you need us

It can take weeks or even months to develop a new test method in-house, especially in today's busy QC or QA laboratories where time and technicians are often in short supply. Our team of experts is available around the globe to help you develop the methods you need when you need them.

## Products

### Feasibility Study

Experimental study done in our application laboratory using your samples and microbial strain(s):

- Assessment of the compatibility of your sample with the EZ-Fluo™ system and of time to result
- Service includes 1 product matrix & 1 strain
- Additional strains can be quoted as an option
- Deliverable: study report

### On-Site Evaluation

Evaluation of the EZ-Fluo system at your site using real samples:

- Installation of a demo system on-site and extensive 2,5 day-training by our application scientist
- Customized test plan, real tests initiated on-site, then weekly follow-up calls to support you
- Consumable not included, to be provided by you according to your test plan
- Deliverables: customized protocol, results sheet
- Duration: up to 3 months

### Method Development

Experimental study done in our application laboratory using your samples and microbial strain(s):

- In case of compatibility issue with standard protocol or of new product to be tested
- Development of an appropriate method to overcome the interferences or improve filterability
- Service includes 1 product matrix & 5-6 strains
- Additional strains can be quoted as an option
- Deliverables: study protocol, study report

### Method Development Consultancy

Consultancy service by our application scientist to support your method development:

- In case of compatibility issue with standard protocol or of new product to be tested
- 1-day training at your site covering equipment use and how to develop an appropriate method
- Customized test plan, real tests initiated on-site, then weekly follow-up calls to support you
- Consumable not included, to be provided by you according to your test plan
- Deliverables: customized protocol, result sheets
- Duration: up to 3 months

## Validation Protocol and Services

Ensure your lab team can make the best out of your system

### Benefits

#### Proven protocol and expertise to qualify your new system

It is a good practice and often corporate requirement to qualify new testing equipment. Receive a prepared protocol and have your new system validated quickly and efficiently.

#### Reduce the development time & cost for method validation

Your protocol preparation may require several weeks of development. You can benefit from our expertise on both the system and the application to optimize your method validation and move to routine use.

### Products

#### Functionality Testing Report

Our ready-to-use Functionality Testing Report is based on our internal product qualification test methods. This protocol enables you to easily verify that your new system has been installed properly and test its core functions. Thus, you make sure that you can start your testing under the best conditions.

#### PQ Consultancy Service:

Consulting service for microbiological validation to plan and perform the PQ:

- On-site support for implementation of the PQ tests
- Consumables and media calculation
- Training on recovery test techniques
- Data formatting and report finalization
- Scheduling of the tests
- Data interpretation, comments and conclusion
- Duration: on demand

# Service plans at repair center or at customer site

Rely on your equipment and minimize the breakdown risk

## Benefits

### Ensure Optimum Performance

Preventive maintenance and system verification ensure efficient operation with minimal downtime. Every system should be serviced regularly to ensure its performance remains within its initial specifications. We recommend checking and adjusting the equipment on an annual basis guaranteeing that your system will deliver reliable and consistent results over time.

### Annual Preventive Maintenance

Annual preventive maintenance will reduce the risk of breakdown by ensuring the system works within its specifications. As part of the yearly preventive maintenance program the service engineer performs:

- Visual and functional checks
- Performance tests as found and as left
- Replacement of critical wear parts

### Comprehensive Documentation

Upon completion of the service, we will provide you with a report defining the service performed on your system as well as our recommendations. This performance report also guarantees that the system meets its specifications.

## Training Services

Ensure your lab team can make the best out of your system

## Benefits

### Benefit from our expertise

“The rule mandates “appropriate training” and record keeping. According to the FDA, individuals responsible for developing the food defense plan can be qualified through training, experience or combination thereof. FDA suggested areas for training include food defense awareness, preparing a food defense plan, and conducting vulnerability assessments. Records must be maintained for food defense monitoring, corrective actions and verification activities.” (FMSA)

### Make sure your team feels at ease

Your lab team is busy and must operate as efficiently as possible. Training can help you avoid common handling issues and streamline your testing protocol for reliable and consistent results in the shortest time.

## Products

### Service Plans

We offer a variety of service plans that can be executed either in our local repair center or at your site.

	Service Essential™	Service Advanced™	Service Total™
Preventive Maintenance	Yes	Yes	Yes
Maintenance kit (quoted separately)	Yes	Yes	Yes
Number floating repair	0	1	N/A
All repairs	No	No	Yes as needed
Spare Parts	Excluded	Excluded	All inclusive
Shipment/Travel Zone 1	Yes	Yes	Yes
<b>Options</b>		<b>To be ordered separately!</b>	
Second Preventive Maintenance	Yes	Yes	Yes

## Products

### Operator Training

In-depth training on water and beverages testing for a minimum of 2 participants in our regional training center or at your site. Each participant receives a customized handout:

- Presentation of the EZ-Fluo™ system, accessories and consumables
- Method lifecycle overview: application and method development, system qualification, method validation, operator training and system maintenance
- Hands-on training: assembling the system, usage (with your products in their final containers), cleaning, troubleshooting and common mistakes
- Question session
- Final examination and grading of the attendees with certificate of training
- Duration: 1 day



[EMDMillipore.com/Beverage-Testing](https://www.emdmillipore.com/Beverage-Testing)

[EMDMillipore.com/biomonitoring](https://www.emdmillipore.com/biomonitoring)

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