quality care, delivered.
in person & online.
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

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**Our Milli-Q® Services Offer**

- The fast track to a good start
- Tailored service plans including preventative maintenance
- Remote management of your water purification system and quick support
- Expert services for peace of mind and compliance
- Unlimited access to trained technical support for your system and your applications
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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Total™ Plan</th>
<th>Advanced™ Plan</th>
<th>Essential™ Plan</th>
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<tbody>
<tr>
<td>Preventive maintenance visit*</td>
<td>✔</td>
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<td>System-specific maintenance kit</td>
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<td>MyMilli-Q™ digital services</td>
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<td>Free genuine spare parts</td>
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<td>Troubleshooting or repair visits*</td>
<td>Unlimited</td>
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</tbody>
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*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 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 for details.

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.

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 for applicable countries). This demonstrates our commitment to quality assurance, continuous process improvements, and customer satisfaction.
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 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!

View contract details and renewals, history of visits

See past and expected consumables deliveries
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 KGaA, Darmstadt, Germany a platinum rating for sustainability performance.

Visit [SigmaAldrich.com/milliq-sustainability](https://SigmaAldrich.com/milliq-sustainability) for details.
We have built a unique collection of life science brands with unrivalled experience in supporting your scientific advancements.


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For more information, please visit our website:
SigmaAldrich.com/milli-qservices