



## Assured Performance with Milli-Q® Service Advanced™ Plan

Annual preventive maintenance visit



One troubleshooting/repair visit



Everything else you expect from Milli-Q® Services for your lab water system



Certified Field Service Engineers



Traceable documentation



Choice of tailored service options

passion to drive your  
**performance**

# Milli-Q® Service Advanced™ Plan

A preferred plan that balances your lab's needs

## OPTIMIZE your investment & PREVENT downtime

- One annual preventive maintenance visit that includes:
  - Full check-up from a Milli-Q®-certified Field Service Engineer
  - Diagnostic Report for traceability and archiving
  - Maintenance Kit for replacement of aging connections and tubing
- One floating troubleshooting/repair visit

## Get RAPID solutions

- Priority customer status for any requests, including service visits and parts delivery
- Unlimited access to our technical support hotline
  - Speak directly with our in-house, specialized service experts
  - Rapidly diagnose, investigate and solve issues; schedule visits when needed

## MINIMIZE risk & ENSURE expert service

- Quality-certified and harmonized expertise
  - Only factory-trained Field Service Engineers repair and maintain our water purification systems in compliance with our worldwide auditable Standard Operating Procedures
- Service history traceability
  - Diagnostic Report provided after each visit detailing system performance and maintenance performed
- Genuine spare parts from our ISO 9001-certified manufacturing site

## CHOOSE from tailor-made support options for your lab's specific needs, including:

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

## Milli-Q® Service Advanced Pharma™ Plan

Designed & fit for regulated environments

Receive specialized help in complying with international quality standards. Our Pharma plan contains a complete set of operational verification tests with related procedures that follow guidelines (e.g., cGMP, GLP).



### Qualification protocols

Requalification procedures for demonstrating compliance with regulations



### Maintenance procedures

Log files enabling full traceability of critical system components



### Calibration certificates

Certify that monitoring devices are properly calibrated with traceability to national and international standards



### Qualification test equipment

All test equipment needed for qualification is calibrated according to metrological norms with traceability to the international standards



### Qualified Field Service Engineers

Only Field Service Engineers who have successfully completed an extensive Validation program may perform requalification procedures

For more information, visit our website:  
[EMDMillipore.com/Milli-QServices](http://EMDMillipore.com/Milli-QServices)

Telephone, e-mail or fax any questions to your local Milli-Q® representative for a prompt and informative answer.

