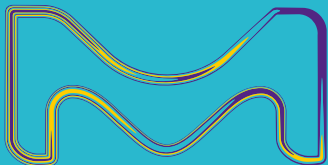


quality care, delivered.  
in person & online.



MilliporeSigma is the U.S. and Canada  
Life Science business of Merck KGaA,  
Darmstadt, Germany.

Milli-Q®  
Lab Water Solutions

# 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.

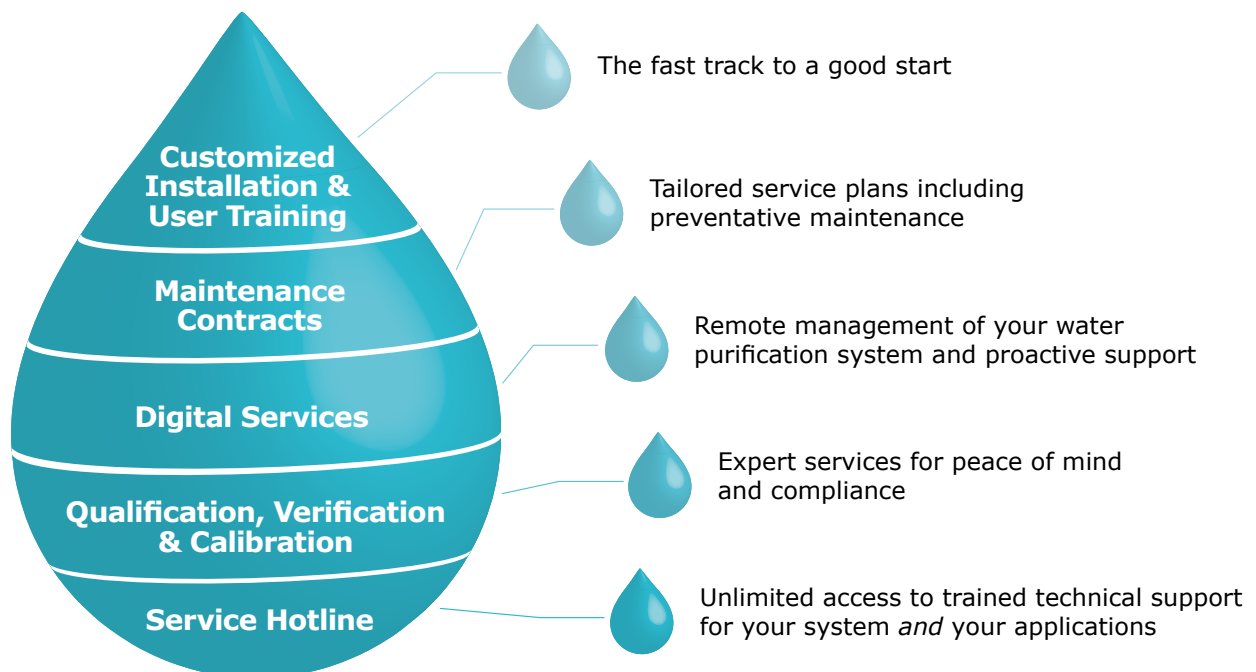
Like any instrument you use extensively, it's important to ensure that your water system operates to specifications every day. Milli-Q® Services can optimize your water system's performance and extend its lifetime. You'll **avoid unforeseen downtime** and ensure your system **always delivers the correct 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](http://SigmaAldrich.com/ISO-certificates)

### Our Milli-Q® Services Offer



## 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.



	NEW!				NEW!
	Service eCare™ Plan†	Service Essential™ Plan	Service Advanced™ Plan	Service Total™ Plan	Service Proactive™ Plan†
<b>Annual, onsite preventive maintenance visit*</b>	-	✓	✓	✓	✓
<b>System-specific maintenance kit</b>	-	✓	✓	✓	✓
<b>Onsite troubleshooting or repair visits*</b>	-	-	1	Unlimited	Unlimited
<b>Free genuine spare parts</b>	-	-	-	✓	✓
<b>Digital Solutions†</b>					
<b>MyMilli-Q™ online contract management</b>	✓	✓	✓	✓	✓
<b>MyMilli-Q™ Remote Care†</b>	✓	Optional	Optional	Optional	✓
<b>Annual Remote Health Check†</b>	✓	Optional	Optional	Optional	✓
<b>Proactive alarm monitoring†</b>	-	-	-	-	✓

\* Travel is included in the contract price. Additional travel charges might be applicable for customers located outside main business centers.

† Available for high-flow 7000 series systems: Milli-Q® HX, HX SD, HR and CLX, and benchtop Milli-Q® IQ, IX and EQ water purification systems. Speak with your local lab water representative to find out if this service is available in your country.

‡ See pages 6-7 for more information.

### Customize your service plan with a choice of individual support options, including:

- Verification
- Calibration
- Pharmacopeia suitability tests
- Sanitization<sup>‡</sup>
- Extended guarantees
- Scheduled shipments of consumables and parts
- Additional preventive maintenance visits

<sup>‡</sup> 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, on-site 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.

[SigmaAldrich.com/mymilliqconsumables](https://www.sigmaaldrich.com/mymilliqconsumables)



## 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.

[SigmaAldrich.com/milliq-qualification](https://SigmaAldrich.com/milliq-qualification)

## 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](https://SigmaAldrich.com/ISO-certificates) for applicable countries). This demonstrates our commitment to quality assurance, continuous process improvements, and customer satisfaction.



### 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.**



# MyMilli-Q™ Portal: Greater convenience & efficiency

With MyMilli-Q™ digital services, you'll be able to more efficiently manage your water systems, access remote monitoring and support, and easily find the data you need to assure quality and lab productivity.

## MyMilli-Q™ Online Contract Management: Save time by managing your contracts & services more efficiently

With any Milli-Q® Service Plan (page 3), you gain access to MyMilli-Q™ online contract management. This service streamlines the administrative care of your water systems, freeing you to focus on core tasks.

Request your account from your sales representative and start saving time today!

### Benefit from online, simplified lab administration procedures:

- At-a-glance, consolidated contract information
- Rapid and efficient planning (manage consumable deliveries, schedule maintenance visits, extend contracts, ...)
- Streamlined audit preparation
- Easily traceable service history and reports

## View contract details and renewals, history of visits

The screenshot displays the MyMilli-Q™ portal interface. At the top, there's a navigation bar with the MyMilli-Q™ logo, a search bar for news, and a user profile for 'Hello, MICHEL.DURAND@...'. The main content area is divided into several sections:

- Equipment Details:** A table showing information for a Milli-Q® IQ 7000 purification system, including equipment name, partner name, customer name, serial number, asset number, and install date.
- Navigation Tabs:** A row of tabs for 'Peripheral Devices', 'My Contracts', 'File Management', 'Diagnostic Information', and 'Inventory Information'.
- Contract Management:** A set of tabs for 'Current Service Contract', 'PM Details Options', 'CSA Contracts', 'Future Contracts', 'Historical Contracts', and 'Service Contract Quotes'.
- Current Service Contract:** A detailed view of the current contract, including contract number, sales representative name, installation date, end of manufacturer warranty, sales representative phone number, service level, service type, sales representative email, and service details.
- Service Visit History:** A table listing past service visits with columns for Type, Status, Number, Scheduled Date, Scheduled Time, Closed Date, and Attachments.

## 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, proactive alarm monitor and Remote Health Checks can avoid the need for a service visit and thus the associated environmental impact related to travel.

In 2024, Merck KGaA, Darmstadt, Germany was awarded Gold status for sustainability performance from the rating agency EcoVadis. This placed us in the top 5% of all companies assessed.

[SigmaAldrich.com/milliq-sustainability](https://SigmaAldrich.com/milliq-sustainability)



## 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



*"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

## Get ultimate risk prevention with new digital services<sup>†</sup>

### Proactive Alarm Monitoring

Let us help you to achieve excellence in operational efficiency with this proactive service. We'll continuously monitor your system for alarms, and proactively contact you in case of an issue. Experience our fastest response times and prevent issues before they occur.

Access this service as part of the new Service Proactive™ Plan (page 3).

[SigmaAldrich.com/mymilli-q](https://SigmaAldrich.com/mymilli-q)

### Remote Health Checks

This online analysis of your water system is a simple way to assess system performance with minimal disruption to your lab's operations. A Remote Health Check can identify potential issues before they escalate, saving you time and resources. You'll receive:

- A detailed performance report
- Actionable recommendations
- Maintenance tips tailored to your set up

This service is included as part of the new Service Proactive™ and eCare™ plans, and as an option with other service plans. Call us to schedule your check-up today!

\*Available for high-flow 7000 series systems: Milli-Q® HX, HX SD, HR and CLX, and benchtop Milli-Q® IQ, IX and EQ water purification systems.  
†Speak with your local lab water representative to find out if these services are available in your country.

# Milli-Q®

Lab Water Solutions

For more information, please visit our website:

**[SigmaAldrich.com/milli-qservices](https://SigmaAldrich.com/milli-qservices)**

We have built a unique collection of life science brands with unrivalled experience in supporting your scientific advancements.

**Millipore® Sigma-Aldrich® Supelco® Milli-Q® SAFC® BioReliance®**

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