



# Metrohm Service Agreement Prime GLOBAL

Premium protection with full cost control

PEOPLE  
YOU  
CAN  
TRUST



# Metrohm Service Agreement Prime GLOBAL

Maximum insurance for your Metrohm system means minimizing the risk of downtime and unplanned cost.

Our Prime GLOBAL service agreement includes the most commonly requested service and support features. You get priority status for on-site instrument repairs and on-site preventive maintenance. Not only do we replace critical wearing parts using genuine Metrohm parts and accessories, we make sure to protect your instrument from hardware failure.

You can also take advantage of this agreement for your existing Metrohm instruments – even if they are past their warranty period. In these cases, we will inspect and fine-tune your instruments back to proper working and coverable condition.

With a Prime GLOBAL agreement in place, you can focus on what's important to you – your daily business.

## YOUR BENEFITS

- Reliable protection against system failure & downtime
- Maximum system availability and high-quality results
- 100% cost certainty with no hidden costs
- Fast restoration of your system with minimal disruption to your daily operation
- Premium support with priority response

## OPTIONAL MODULES

Maximize the value of your Metrohm Service Agreement by adding the modules that are important to you.

	Scope
Additional PM visits	Additional PM visits as needed
Documentation upgrade I	Upgrade to Calibration Certificates
Documentation upgrade II	Upgrade to GxP documentation

## METROHM SERVICE AGREEMENT PRIME GLOBAL

The Metrohm Prime GLOBAL service plan is a 1-year agreement that includes the following core elements:

	Scope
1 PM visit per year	Inspection, functional cleaning, status assessment, replacement of critical wearing parts, testing, and functional check
Pre-scheduled PM visit	Pre-scheduled maintenance service visit
Priority service	Priority treatment over non-agreement customers
5% Discount on consumables	Discount on replacement consumables and accessories not covered under PM
Firmware or software updates	Free firmware or software updates (when applicable)
Priority response for on-site instrument repairs	Including remote diagnostics and troubleshooting, travel, labor and replacement of parts deemed as hardware failure
25% discount for training	Discount on one-on-one and small classroom training



Because We Care:  
Welcome to the new  
Metrohm Service World.

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[www.metrohm.com](http://www.metrohm.com)