



Metrohm Service Agreement Standard Pharma GLOBAL

Reliable protection with maximum flexibility for the
regulated environment

PEOPLE
YOU
CAN
TRUST



Metrohm Service Agreement Standard Pharma GLOBAL

Customize your personal service and preventive maintenance solution, always with a focus on compliance!

METROHM SERVICE AGREEMENT STANDARD PHARMA GLOBAL

The Metrohm Service Agreement Standard Pharma GLOBAL includes the following core elements:

	Scope
1 PM visit per year	Inspection, functional cleaning, status assessment, replacement of wearing parts, testing, calibration, and functional check
Pre-scheduled PM visit	Pre-scheduled maintenance service visit within a guaranteed time window
GxP documentation	Extensive GxP documentation for confirmation of operational performance and documentary proof for audits
Priority service	Priority treatment over non-agreement customers
Reduced service rates*	Discount on unplanned service interventions

A well-defined maintenance plan is essential for every qualified analytical system to remain compliant and to ensure correct daily operation. Only then can you rest assured that you'll be "audit ready".

When it comes to maintenance plans, there is no one-size-fits-all solution. With your Metrohm Service Agreement Standard Pharma GLOBAL you benefit from robust basic protection, and you can choose from numerous options and add-on services to customize a solution that meets your individual requirements in the regulated environment.

Benefit from an annual pre-scheduled preventive maintenance (PM) visit with a complete GxP documentation package issued and the assurance that your systems operate at peak performance. On top of this you can select whichever options and add-on services are right and important for your laboratory to be prepared for the next audit.

YOUR BENEFITS

- Reliable protection against system failure & downtime
- Complete «audit-ready» GxP documentation package
- Maximum system availability and high-quality results
- Reduced daily/hourly rates in case of unplanned service interventions
- Fast restoration of your system with minimal disruption of your daily operation
- Numerous options and add-on services to customize your personal solution

OPTIONAL MODULES

Choose from our optional modules to customize your personal service and maintenance solution that meets the specific requirements of your laboratory in the regulated environment.

	Scope
PM Kit	Recommended, pre-defined essential wear parts
Discount on consumables*	Reduced cost of consumables fitted during service
Discount on spare parts*	Reduced cost of spare parts for corrective maintenance
Spare parts included*	All parts included for corrective maintenance
Guaranteed response time**	First contact: within 4 business hours (via media, e.g., telephone, mail, ...) On-site visit: within 2-4 working days
1 repair per year included	1 corrective maintenance visit per year included
Full repair protection*	All visits included for corrective maintenance
Additional PM visits	Additional PM visits as needed
Extended warranty***	All corrective maintenance related costs (parts, repair visits) are covered

* For exact conditions, please contact your local Metrohm representative.

** The definition of such response times depends on local specifics and capabilities. Please contact your local Metrohm representative.

*** Only applicable on new system sales.

ADD-ON SERVICES****

Combine your Metrohm Service Agreement with our add-on services and benefit from attractive discounts and conditions.

	Scope
Buret Calibration	Certified checking of the accuracy and precision of burets
Software Care	Data maintenance, data backup, archiving
Remote Support	Support using PC to PC remote tools
Electrode Care	Electrode test, documentation, and performance assessment
Application Support	Start-up method development, troubleshooting advice, method optimization
Training	Various training programs
Performance Verification	Standardized wet-chemical test procedures; statistical evaluation
System Requalification	Frequent system retesting and calibration, e.g., as an extension to an initial IQ/OQ

**** Availability and conditions depend on local availability. Please contact your local Metrohm representative.

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

DISCOVER MORE:

www.metrohm.com