



Metrohm Service Agreement Prime Pharma GLOBAL

Premium protection with full cost control for the
regulated environment

PEOPLE
YOU
CAN
TRUST

 **Metrohm**

Metrohm Service Agreement Prime Pharma GLOBAL

Your peace of mind solution with maximum insurance for your Metrohm system, always with a focus on compliance!

METROHM SERVICE AGREEMENT PRIME PHARMA GLOBAL

The Metrohm Service Agreement Prime 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
PM Kit	Recommended, pre-defined essential wearing parts
Discount on consumables*	Reduced cost of consumables fitted during service
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
Full repair protection*	All visits included for corrective maintenance
Optional module Additional PM visits	Additional PM visits as needed

* 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.

A well-defined maintenance plan is essential for your qualified Metrohm systems to remain compliant and ensure correct daily operation. Only then can you rest assured that you are «audit ready» at any time.

With full repair/corrective maintenance protection, all spare parts and preventive maintenance kits included, discounts on consumables, and fast response guaranteed in case of an emergency our Service Agreement Prime Pharma GLOBAL is your peace of mind solution that has all your risks covered. Whatever may happen, you are 100% in control of costs. Additional options and numerous add-on services round off our premium offer.

With a Service Agreement Prime Pharma GLOBAL in place, you can focus on what is important for you – your daily business in the regulated environment.

YOUR BENEFITS

- Reliable protection against system failure & downtime
- Complete «audit-ready» GxP documentation package
- Maximum system availability and high-quality results
- 100% cost certainty with no hidden costs
- Fast restoration of your system with minimal disruption of your daily operation
- Premium support with guaranteed response time

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 your 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