



# Metrohm Service Agreement Standard GLOBAL

Reliable protection with maximum flexibility

PEOPLE  
YOU  
CAN  
TRUST

 **Metrohm**

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Customize your personal service and preventive maintenance solution!

## METROHM SERVICE AGREEMENT STANDARD GLOBAL

The Metrohm Service Agreement Standard 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
Calibration Certificates	Documentation of test results
Priority service	Priority treatment over non-agreement customers
Reduced service rates*	Discount on unplanned service interventions

**When it comes to service and maintenance, there is no one-size-fits-all solution. With your Metrohm Service Agreement Standard 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.**

Benefit not only from an annual pre-scheduled preventive maintenance (PM) visit with calibration certificates issued but also save with reduced hourly/daily rates. On top of this you can select whichever options and add-on services are right and important for your laboratory.

## YOUR BENEFITS

- Reliable protection against system failure & downtime
- 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 requirements of your laboratory.

	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
Documentation upgrade	Upgrade to GxP documentation
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.

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