

Full Service Menu

Food & Beverage Service Plans For Your Microbiology Testing Equipment

- Tailored service plans
- Preventive maintenance
- Certified service engineers
- Traceable documentation



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

Millipore®

Preparation, Separation,
Filtration & Monitoring Products

Ensure Reliable Performance. Extend Lifetime. Optimize Your Investment.

Your equipment is a sophisticated laboratory instrument that contains highly sensitive and complex technologies to accurately perform quality control tests. Critical mechanical and electrical components must be routinely inspected, calibrated, and serviced to prevent any damage and ensure your equipment meets manufacturer's specifications.

In addition, Regulatory compliance rule requires ALL equipment to be properly maintained:

- ✓ *IFS 2020 (International Food Safety) – Standard for assessing product and process compliance in relation to food safety and quality, part 4.17 – maintenance and repair.*
- ✓ *BRC GLOBAL STANDARD FOOD SAFETY – Preventive controls for human food rule comparison, clause 3.4.1 - Preventive control rule section § 117.165 Verification of implementation and effectiveness.*
- ✓ *ISO/IEC 17025 - General requirements for the competence of testing and calibration laboratories, clause 6.4.3 & 6.4.4 – Equipment.*
- ✓ *ISO 22000:2018 - Food safety management systems — Requirements for any organization in the food chain, clause 8.7 - Control of monitoring and measuring.*
- ✓ *ISO 9001:2015 – Quality management system, clause 7.6 - Control of monitoring and measuring devices.*
- ✓ *HACCP (Hazard analysis and critical control points), section 120.11 - Verification and validation.*



Get Peace of Mind with Millipore® Best-in-Class Service.

With our long history of servicing, we will accompany you in the regulatory and technological expertise to make your instrument compliant, reliable and to help save your valuable resources.

Quality certified & auditable

- Dedicated team of qualified and highly specialized Service Engineers
- Regularly trained and assessed
- Harmonized tools & SOPs for consistent quality worldwide
- Assured archiving of history of service and diagnostic reports
- Certificate of Conformity provided with critical tools, for assured equipment calibration

Comprehensive instrument servicing

- Full annual check-up or curative repair by certified Service Engineers
- Standardized service reports and traceable record of care
- Detailed diagnostic reports and latest equipment statistics
- Genuine spare parts for repair

To ensure your equipment meets the manufacturer's specifications and to mitigate the risk of breakdown, we have developed a comprehensive service plans that range from yearly preventive maintenance, to complete protection.

			Service plans		
Preventive maintenance	Annual system verification	✓	Workshop & On-site ESSENTIAL Maintenance Plan		Workshop & On-site TOTAL Maintenance plan
	Maintenance kit	According to system			
	Comprehensive service report	✓			
	Travel fees (On-site) Shipping fees (Workshop)	✓			
	Backup system (upon availability)	✓			
Repair service	Unlimited Labor	✓		Workshop TOTAL Repair Coverage	
	Spare parts	✓			
	Unlimited Travel / Shipping fees	✓			

Get the most from your microbiology testing equipment from the people who designed and built it.

Your Millipore® Service Plans to meet your lab's needs

The service package allows you to select the coverage level that best fits your needs.

System	On-Site	Workshop	Essential Maintenance Plan	Total Repair Coverage	Total Maintenance Plan
ReadyStream	✓	✓	✓	✗	✓
MVP Icon	✗	✓	✗	✓	✓
Rotor-Gene Q	✗	✓	✗	✓	✓
PipetMax	✓	✗	✓	✗	✓
Gemini	✓	✗	✓	✗	✓
MAS 100 ECO	✓	✓	✓	✗	✓
EZ FLUO	✓	✓	✓	✗	✓

Service plan available ✓ Service plan not available ✗

Add options and fine tune your service plan.

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

- Additional service visit
- System rental
- Exchange program for total coverage

Regulated Environments for Rotor-Gene Q & PipetMax

- ISO 17025 calibration service (only for WEU)



Scan here to learn more

For more information, please visit our webpage:
SigmaAldrich.com/Microbio-Services-MR

