

# Remote service & support with our eCare™ Plan



Quality care, delivered.

Enhance operational efficiency  
with online services

Annual Remote Health Check

MyMilli-Q™ Remote Care

Online Contract Management



Everything you expect from  
Milli-Q® Services

- ✓ Certified service engineers
- ✓ Traceable documentation
- ✓ Choice of tailored service options



# Milli-Q® Service eCare™ Plan

Gain online access to our quality expertise with this unique digital offering\*



**NEW!**

## ASSESS performance & PREVENT downtime with an annual Remote Health Check

### Simple & Convenient



Contact us to set up a time that suits your schedule, ensuring minimal disruption to your daily operations.

### Expert Analysis Without Any Wait



A certified service engineer remotely connects to your system and performs a thorough evaluation using advanced diagnostics.

This proactive approach helps identify potential issues before they escalate, saving you time and resources.

### Clear Insights & Actionable Recommendations



You'll receive a detailed report outlining your system's performance.

- Includes actionable insights and maintenance tips tailored to your specific setup
- Helps maintain optimal system performance and prolong system lifetime

## SIMPLIFY water system care with MyMilli-Q™ online contract management

Here are some of the tasks you can accomplish with your MyMilli-Q™ account:

- Track service history
- Download service reports
- Schedule maintenance visits
- Track consumable orders
- Manage consumable deliveries
- View contract details
- Renew your service plan
- Contact Milli-Q® Services

## SUPPORT lab efficiency with MyMilli-Q™ Remote Care

### Assure productivity 24/7



Access real-time system information, water quality data and more from anywhere at any time.

### Maximize uptime



Receive notification of alerts and alarms by email or SMS, allowing you to promptly and remotely manage your system, either independently or with our remote assistance.

### Save Time



In the event you need support our service team can remotely diagnose and potentially repair your system, avoiding the need to wait for a service visit.

### Easier data traceability & accreditation



Data are automatically saved and can be easily accessed, searched and retrieved.

## Have the PEACE of MIND of expert service

- Quality-certified and harmonized expertise
  - Only factory-trained service engineers repair and maintain our water purification systems in compliance with our worldwide auditable Standard Operating Procedures
  - Genuine parts from our ISO 9001-certified manufacturing site, if needed

## CUSTOMIZE your plan to meet your lab's specific needs:

- Verification
- Calibration
- Sanitization†
- Pharmacopeia suitability tests
- Extended guarantees
- Onsite preventive maintenance visits
- Scheduled shipments of consumables and parts

\*Available for high-flow 7000 series systems: Milli-Q® HX, HX SD, HR and CLX, and benchtop Milli-Q® IQ, IX and EQ water purification systems.

†Option available in the US, Canada, UK, Ireland, France, Belgium, Luxembourg, Italy, Spain, Portugal, Germany, Austria, Denmark, Norway, Sweden and Finland.

For more information, visit our website:

[SigmaAldrich.com/milli-qservices](https://SigmaAldrich.com/milli-qservices)

