

Metrohm Quality Service



Experts by your side

Why Metrohm Quality Service?

02

Metrohm Quality Service encompasses more than just instrument service. Metrohm Quality Service is primarily about trust. Trust that someone will be there for you when you need advice. Trust that you can rely on the service and maintenance work performed on your instruments. Trust in the application support offered by experts who take their time to address your requirements.

Metrohm Quality Service stands for service that simplifies your daily work in the laboratory, makes it safer, and, above all, more predictable. Get in touch and let us know what we can do for you.

Metrohm Repair Service (pages 14-15)

- Original Metrohm spare parts made in Switzerland
- Availability of Metrohm Service in over 130 countries
- On-site repairs
- Minimum downtimes, maximum instrument lifetime
- Unique Metrohm guarantee

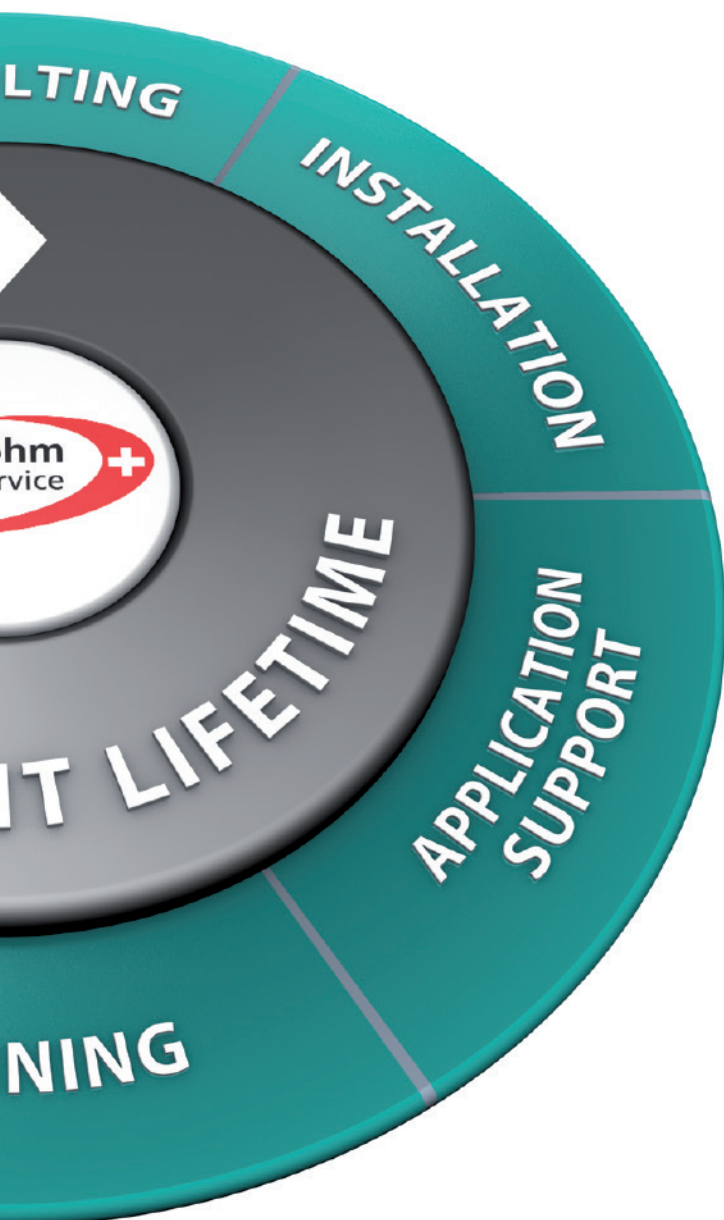
Metrohm Preventive Maintenance (pages 12-13)

- Scheduled service and maintenance
- Services tailored to your needs
- Cost assurance
- Documented performance check
- Instrument calibration



Metrohm Consulting (pages 4-5)

- Support with system selection and/or expansion
- Design Qualification
- Feasibility studies
- Requalification and decommissioning

**Metrohm Installation Services (pages 6-7)**

- Installation Record
- Certified Installation
- Analytical Instrument Qualification
- Custom Documentation
- Guaranteed system performance

Metrohm Application Support (pages 8-9)

- More than 1700 Application Notes
- Application Advice
- Remote Support
- Method Development and Optimization
- Metrohm Application Guarantee

Metrohm Training Programs (pages 10-11)

- Tailored training content
- Training courses in the local language
- Instruction by trained and certified specialists
- Fully equipped training centers
- Metrohm Academy in Herisau

Metrohm Consulting – expert advice to make the right decision

04

You make investment decisions that come with a sense of responsibility. Nobody understands the requirements of the desired solution better than you do. Be assured that we listen to your needs before we make any system recommendations.

Naturally, our recommendation will not be a default solution, but rather one that is precisely tailored to your needs. Our entire organization is focused on solutions. At each of our more than 40 subsidiaries in addition to more than 40 exclusive distributors, you will find project engineers and product and application specialists to help you find the best possible solution for your project – in your native language.

We keep our promises – guaranteed

Consulting to us has a very precise meaning: we sit down together, you tell us about your application, and based on your specifications, we recommend the system solution best-suited for your requirements. This process and its result are comparable to a Design Qualification (DQ).

Upon request, we can also provide you with proof that the proposed system meets your requirements. You simply provide us with a few typical samples that we will analyze in our application laboratory with the proposed system. In other words, we offer you an applications guarantee.



Metrohm Consulting

- Support in system selection and/or expansion
- Design Qualification
- Feasibility studies
- Requalification and decommissioning

We're there to help – for the entire lifetime of your instrument

Of course, our support continues with your decision to implement a Metrohm solution. We are available, with all our expertise, to address any issue that may arise over the course of your Metrohm system lifetime. Issues we address include:

- Modifications or extension of current methods
- Integration of new system components
- Transfer of a system and requalification at a different location
- Decommissioning obsolete systems in conformity with applicable regulations

Whatever the challenge, we'll offer you a safe and efficient solution.



Installation – correct measurements right from the start

06

Proper installation and commissioning of a new instrument is critical for ensuring the quality of analytical results. Only when installation and commissioning are professionally done in accordance with the manufacturer's specifications by trained personnel can you be sure that the system will perform properly from Day One.

The documentation required in connection with installation and commissioning can be highly detailed or very general, depending on the environment you work in. Taking these requirements into account, Metrohm can offer you a custom solution:

Installation Record

Offered as a basic service included in every installation, the installation is documented and inspected using a predefined checklist. Furthermore, the newly installed system is tested for error-free operation.

Certified Installation

This installation option is geared toward customers who, although they work in a regulated environment, are not required to meet the strict requirements of the pharmaceutical or food industry. This type of installation is more comprehensive and every detail is documented.

The Certified Installation is concluded with a Functional Test. In accordance with detailed instructions, the Functional Test involves the performance of measurements with the newly installed system and an evaluation of the results based on a comparison with pre-determined requirements.



Metrohm Installation Services

- Installation Record
- Certified Installation
- Analytical Instrument Qualification (AIQ)
- Custom Documentation
- Guaranteed system performance



07

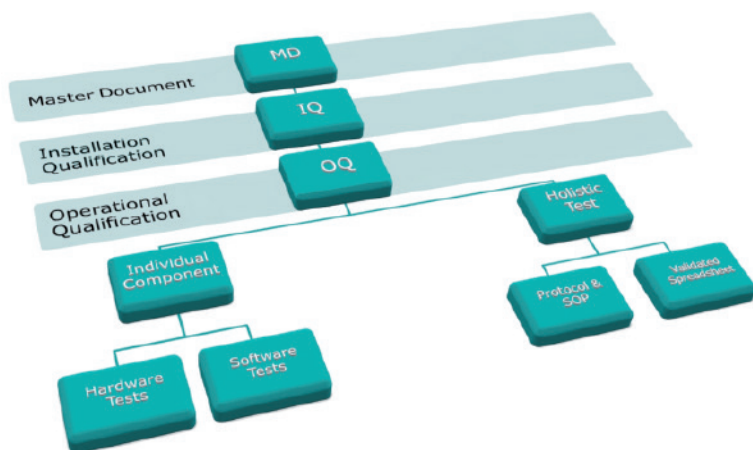
Analytical Instrument Qualification (AIQ)

Metrohm's Analytical Instrument Qualification meets all requirements mandated by many regulators (USP 1058, GAMP, 21 CFR Part 11, PIC/S, etc.). AIQ is more commonly known as IQ/OQ.

In the regulated environment of the pharmaceutical and food industries, commissioning and use of analytical instruments in accordance with applicable regulations is mandatory. However, meeting these requirements systematically can be challenging.

Metrohm can assist you with this process. We have developed a modular system for the installation and qualification of your Metrohm instruments in strict accordance with the current regulations and can provide documentation as required. This is done by specially trained and certified specialists, ensuring that every single hardware and software component functions in accordance with regulations, both on its own and as part of the system as a whole. Based on detailed, pre-defined instructions (SOPs), measurements are performed, statistically evaluated, and compared with the manufacturer's specifications.

Metrohm's AIQ process has several benefits: You enjoy considerable saving of time and money, and are also able to demonstrate traceable, guaranteed, and documented system performance.



Application Support – take advantage of our experts' know-how

08

Decades of experience have given Metrohm a unique applications know-how. We're happy to share this knowledge with you – through application literature, support from our application chemists, or even the development of complete methods.

Our global presence gives you competent support from application chemists and technicians in your native language in any country in the world. All of our subsidiaries and representatives have their own application laboratories and workshops equipped with our state-of-the-art technology.

Online access to thousands of Metrohm Application Notes

Most applications conducted with Metrohm analysis systems have already been documented in numerous Metrohm Application Notes. We offer you unlimited access to this rich collection of knowledge, gathered over decades.

You can download these Application Notes directly from our website and either integrate them directly into your SOPs, or use them as a basis for developing your own customized methods.

Telephone and Remote Support

Of course you can also receive support by phone; one of our specialists will contact you to discuss your application requirements. We can also offer you web-based Remote Support anytime, directly at your workplace.



Application Support – Your benefits

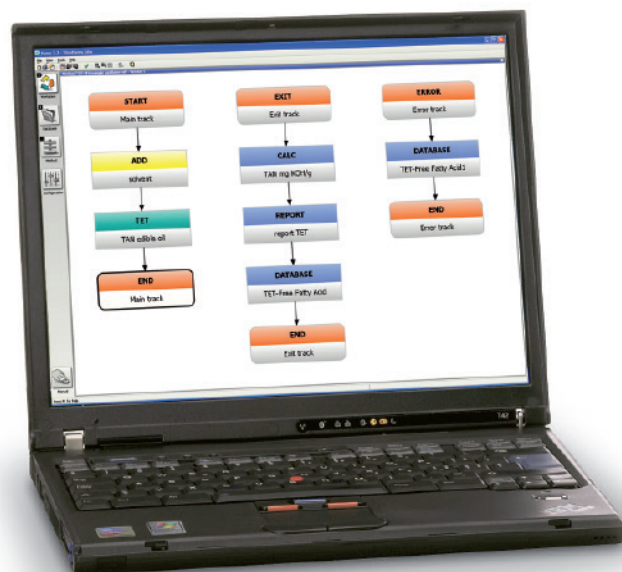
- More than 1700 Application Notes
- Application Advice
- Remote Support
- Method Development and Optimization
- Metrohm Application Guarantee

Custom development of methods

Constant pressure to increase efficiency has turned method development into a continuous process. Here, too, you can count on competent support from our experts.

For new applications, we are happy to develop a basic method for you and to make sure that the method works on your analyzers. In our application laboratories, we can also test whether the method may be further optimized through the use of additional components.

At your request, we can also handle the complete development and optimization of a method. In most cases we can even promise guaranteed success – for example regarding the transfer of your existing ion chromatography methods to your new Metrohm IC system.



09



Training – we take you on a continuous journey

Employees trained to a high standard of excellence are the key to any company's success. Continuous advanced training ensures that your employees can make the most of the analytical technology in your laboratory for the maximum benefit of your company.

Metrohm not only provides the most modern analysis systems but also offers practical training along with them – always tailored to the needs of your employees. Classes take place on the premises of our subsidiaries and representatives in the native language of the respective country. On-site training is also provided on request.

Standards to rely on

Over the past few years, we've invested heavily in establishing an infrastructure that is dedicated to training the users of our analytical instruments.

Each and every instructor who shares their knowledge in the name of Metrohm undergoes an intensive internal training program, in accordance with our strict requirements. Comprehensive tests and certification gives you the peace of mind that, wherever you are located in the world, you can depend on the same high-quality training.



Training – Your benefits

- Tailored training content
- Training courses in the local language
- Instruction by trained and certified specialists
- Fully equipped training centers
- Metrohm Academy in Herisau



Advanced training at the Metrohm Academy

The Metrohm Academy is a state-of-the-art training facility at our headquarters in Herisau, Switzerland. Hands-on training is given in three training laboratories, while the theories are taught in our dedicated seminar rooms.

The centerpiece of the Metrohm Academy is a spacious conference hall equipped with the latest presentation technology and the facility to conduct simultaneous translation for up to three languages.

The Metrohm Academy and its conference hall are frequently used for international conferences and symposia on topics related to chemical analysis in various different fields and industries. Participants from business, research, and higher education institutions benefit from the advantages and amenities of a modern conference center, while enjoying the unique landscape at the foothills of the Swiss Alps.



Preventive maintenance – prevent problems before they arise

Maintenance pays off

Regularly maintained instruments experience less down-time, provide more precise results and generally perform better. A regularly maintained instrument will have a longer lifespan than an instrument that does not receive the same level of care.

Our certified Service Engineers provide fast, efficient and guaranteed maintenance of your analytical instruments. You'll benefit from minimal downtime, resulting in increased productivity of your laboratory and processing volume.

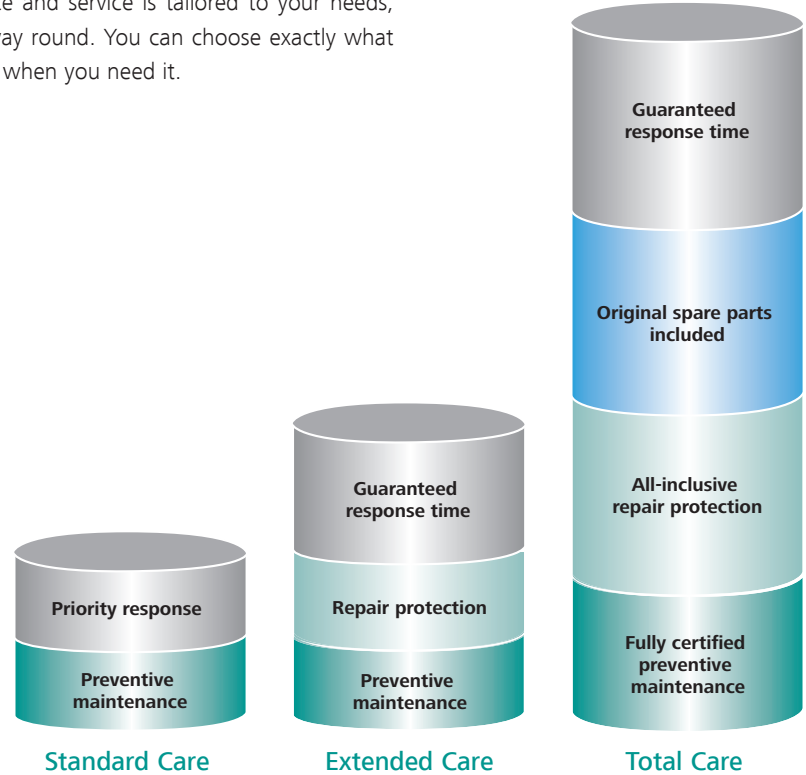
Custom service

Our maintenance and service is tailored to your needs, not the other way round. You can choose exactly what you need – and when you need it.

Metrohm Care Contracts – Service à la carte

In addition to our basic preventive maintenance based on pre-defined standards, you can choose between a variety of care contracts. The range of services are customized according to your specific needs, giving you an ideal cost-benefit-ratio.

Depending on the model you prefer, your contract may include calibration or performance certificates, repairs, and original spare parts in addition to a regular maintenance schedule. Your benefit: customized maintenance and service at predictable costs, as well as the assurance that your requirements are our top priority.



Preventive Maintenance – Your benefit	
•	Scheduled service and maintenance
•	Services according to your needs
•	Cost assurance
•	Documented function check
•	Device calibration



13

Security in every aspect

Security through regular software maintenance

The software of your analyzer is equally as important as its hardware. For maximum system performance and to ensure the security of your data, we recommend that software maintenance is performed on a regular basis. Metrohm Software Care provides this type of maintenance, including documentation, at always predictable costs.

Security by inspection of dosing and exchange units

When performing measurements at trace levels, accurate calibration of your instrument is critical for reliable results. Dosing and exchange units particularly (the heart of every titration system) require special care. In addition to

the general preventive maintenance, Metrohm also provides the inspection of dosing and exchange units (Dosing Test) as an on demand service. This calibration demonstrates the accuracy of your dosing device and exchange units, and compares it to specified requirements as well as certifying conformity.

Security with compliant, certified, and documented function check

We recommend a professional function check of your analytical instrument at regular intervals. You'll receive detailed documentation of the test measures and results to meet both the applicable regulations as well as your own internal requirements.



Repair Service – fast help whenever and wherever you need us

Fast repair – worldwide

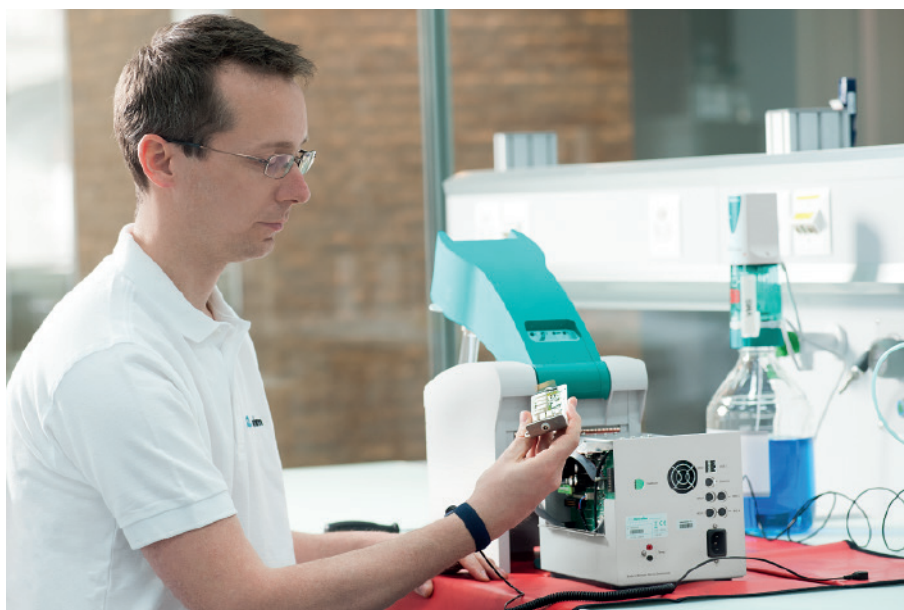
Regular maintenance prevents unpleasant surprises. Nevertheless, even the best analytical systems can fail. If this should ever happen to you, you can count on our global service organization.

Each of our 80 subsidiaries and exclusive distributors has its own repair lab, staffed by qualified service professionals. This not only guarantees that your Metrohm system will be back up and running quickly, but also ensures the sustained success of the repair.

On-site repair, on the first visit

Downtime negatively impacts the efficiency of your laboratory and affects profitability. That's why we strive to fix any issue with your instrument on-site during the first visit. Every Metrohm agency or distributor has their own warehouse with many spare parts in stock.

Because of this, emergency services and express repairs can be performed reliably and within very short time; you'll benefit from minimum downtime and maximum return on your investment.



Repair Service – Your benefit

- Original Metrohm spare parts
- Availability of Metrohm Services in more than 130 countries
- On-site repair, on the first visit
- Minimum downtime, maximum working life
- Unique Metrohm warranty



Original Metrohm spare parts

We never compromise on quality. Keeping true to our philosophy, we only use original Metrohm spare parts made in Switzerland. You can always be sure that your device will continue to meet all of the required specifications – even after a repair.

Trust in longevity

The Metrohm name stands for longevity of instruments. We attest to this longevity by offering an additional warranty that you would be hard-pressed to find anywhere else. We guarantee availability of original spare parts for your Metrohm device for ten years after the respective instrument series has been discontinued.



10 year
spare part warranty

Enjoy absolute return on investment in regard to our software platform as well. In addition to backwards compatibility from release to release, and free patches for minor releases, we provide comprehensive user support – for minimum five years after the respective software version has been discontinued.

5 year
software support

Local offices worldwide – the Metrohm Service organization

Metrohm Quality Service is available worldwide

Metrohm is present in more than 130 countries through its 80 subsidiaries and distributors. Every subsidiary has its own service organization with repair labs, spare parts warehouses and trained Service Engineers. Distributors are either equipped with the same infrastructure or receive service and repair support from our regional support centers (RSC) or directly at our headquarters in Switzerland.

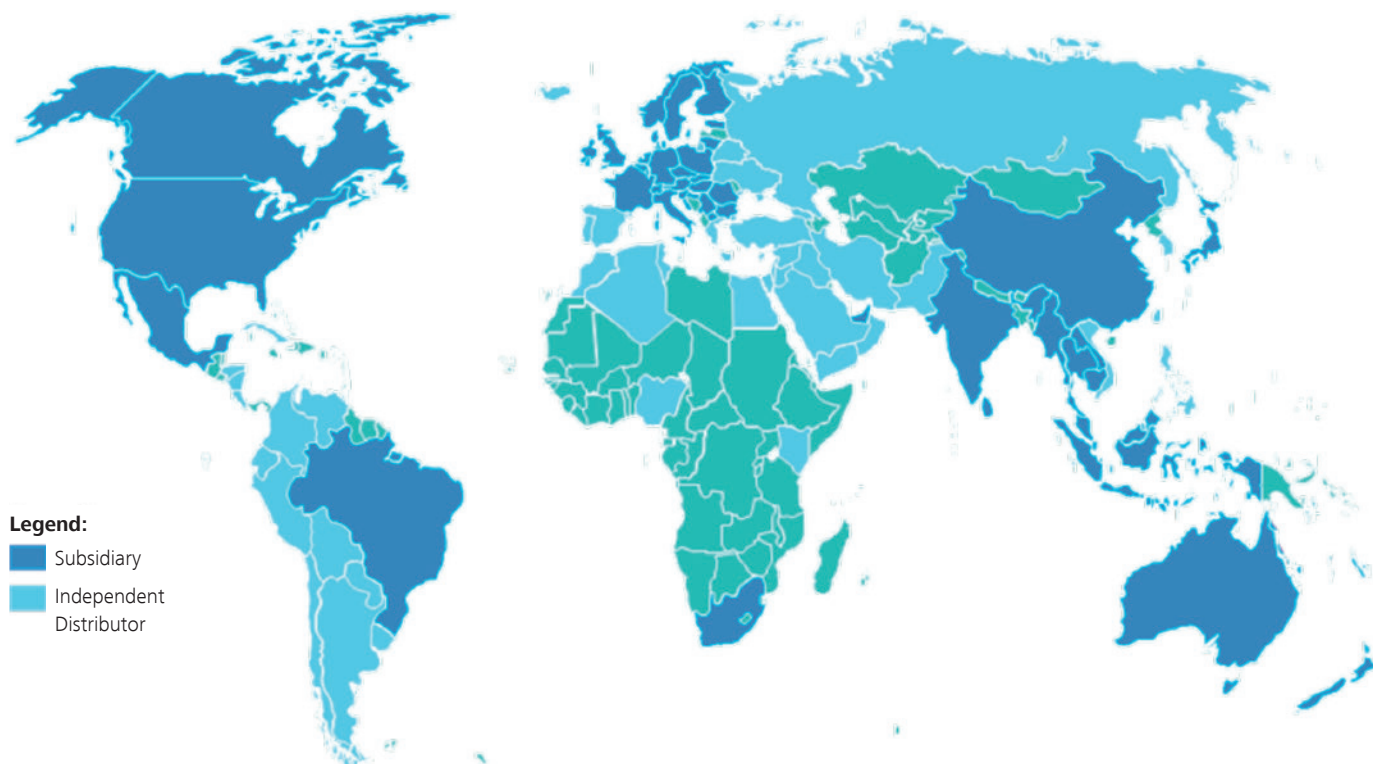
Wherever you need us, we're there to help.



A high standard for us – and a promise to you

The high standards we maintain is also a promise to you: Regardless of when or where in the world you rely on our services, these services are performed to the same exacting standards. The core elements of our global service promise are:

- Clearly defined system maintenance
- Implementation with specially developed diagnostic instruments
- Uniform maintenance contracts with clearly defined services tailored to customers' needs
- Training and courses with customized user-specific content
- Uniform documentation of all services executed





For your security: Service Engineers with certification

Every Metrohm Service Engineer has to pass a clearly defined training program. In addition to practical training in their home country, they go through a mandatory training course at our headquarters in Switzerland or at one of our regional support centers.

Along with the theoretical knowledge, the participants learn all the necessary practical skills for the maintenance and repair of Metrohm analysis instruments, as well as the use of modern, certified testing equipment and special tools.

Only candidates who successfully complete this demanding training receive the Metrohm Service Pass authorizing them to perform maintenance and repairs as a Certified Engineer on behalf of Metrohm. With this peace of mind you know that your Metrohm Service Engineer has the specialized knowledge necessary to perform maintenance and repairs to industry-specific standards or highly regulated environments.

In order to ensure the sustained quality of Metrohm maintenance and repair services, we require our service specialists to undergo advanced training every other year. You can be confident that your Metrohm Service Engineer is always up-to-date on the latest technology and know-how.



Metrohm Service products at a glance



Metrohm Care Contracts

- Minimizes downtime through preventative maintenance
- Cost control and savings through free or discounted replacement materials and consumables
- Guaranteed reaction times and rapid on-site repair
- Documented instrument certification as an ideal preparation for audits



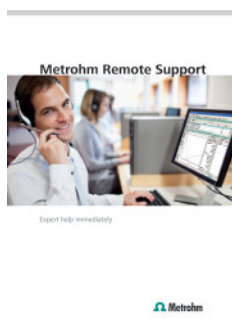
Metrohm Software Care

- High data security and maximum system performance through regular, professional software maintenance



Metrohm Compliance Service

- Customized services and documentation for analytical instrument qualification (AIQ)
- Professional start-up (IQ/OQ or Certified Installation) and requalification or recertification by specially trained experts



Metrohm Remote Support

- Quick resolution of software and application issues directly at the workplace



Metrohm Dosing Test

- Calibration of burettes (e.g., dosing and exchange units) with certification
- Accurate measurement results
- Verification documentation for compliance with regulations and efficient audits



Metrohm Repair Service

- Rapid availability of repaired instruments thanks to decentralized repair workshops around the world and a central workshop at the manufacturer site
- Highly qualified service engineers ensure sustainable repair success
- Rapid resolution of problems and minimized downtimes through on-site emergency services and express repairs



Metrohm Spare Parts

- Original spare parts, made in Switzerland and available worldwide
- Short delivery times through warehousing from local distributors
- Investment security through ten-year spare parts guarantee after discontinuation



Metrohm Application Support

- Access to Metrohm Applications expertise (Application Bulletins, Application Notes, monographs, technical posters and specialized articles)
- Rapid and professional resolution of any application issues through personal consultations with our specialists by e-mail, telephone, or remote support
- Support for the solution of complex analytical problems, as well as method optimization on-site or at our application laboratory



Metrohm Training Programs

- Basic and advanced training with local representatives, at the Metrohm Academy or directly on-site
- Efficient and proper use of all analytical methods, as well as results reliability through competently trained users
- Training documentation and certificates for trouble-free audits

www.metrohm.com

