



Metrohm Service Agreement Prime

Premium protection with full cost control

PEOPLE
YOU
CAN
TRUST

 **Metrohm**

Metrohm Service Agreement Prime

Your peace of mind solution with maximum insurance for your Metrohm system

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 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 Metrohm Service Agreement **Prime** in place, you can focus on what's important for you – your daily business.

YOUR BENEFITS

- Reliable protection against system failure & downtime
- 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

METROHM SERVICE AGREEMENT PRIME

The Metrohm Service Agreement **Prime** 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
Service report	Summary of all serviced instruments
Calibration Certificates	Documentation of test results and all GxP documentation
Spare parts included*	Maintenance consumables included
Priority service	Priority treatment over non-agreement customers
Full repair protection	All visits included for corrective maintenance & repair parts
Guaranteed response time	First contact: within 12 business hours (via telephone or email)
Method development discount	Discount on Metrohm Lab Angels services
PM Kits**	Recommended, pre-defined essential wearing parts
Training session included	FOC Metrohm Training Academy session

* Excluding electrodes, columns, lamps, dosing parts

** Excluding dosing kits

OPTIONAL MODULES

Maximise the value of your Metrohm Service Agreement by adding the optional modules that are important to you.

	Scope
Additional PM visits	Additional PM visits as needed

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
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	Standardised wet-chemical test procedures; statistical evaluation
System Requalification	Frequent system retesting and calibration, e.g., as an extension to an initial IQ/OQ

PACKAGES

Alternatively, choose a scope of services from these four packages.
You can find detailed information via the links

Standard GLOBAL	Reliable protection with maximum flexibility
Standard Pharma GLOBAL	Reliable protection with maximum flexibility for the regulated environment
Prime GLOBAL	Premium protection with full cost control
Prime Pharma GLOBAL	Premium protection with full cost control for the regulated environment

Because We Care:
Welcome to the new
Metrohm Service World.

DISCOVER MORE:

www.metrohm.com