



# Metrohm Service Agreement Standard Enhanced

Enhanced protection with maximum flexibility

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YOU  
CAN  
TRUST

 **Metrohm**

# Metrohm Service Agreement Standard Enhanced

An enhanced solution with maximum flexibility

**When it comes to service and maintenance, there is no one-size-fits-all solution. With your Metrohm Service Agreement **Standard Enhanced** you benefit from enhanced protection – and you can choose from numerous options and add-on services to customise a solution that meets your individual requirements.**

Benefit not only from priority treatment, an annual pre-scheduled preventive maintenance (PM) visit but also save with reduced hourly/daily rates and outsourced method development from Metrohm Lab Angels. 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
- 2 breakdown visits per year
- Fast restoration of your system with minimal disruption of your daily operation
- Enhanced support with guaranteed response time

## METROHM SERVICE AGREEMENT STANDARD ENHANCED

The Metrohm Service Agreement **Standard Enhanced** 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
Certified calibration documents	All GxP documentation
Spare parts included*	Maintenance consumables included
Priority service	Priority treatment over non-agreement customers
2 repair visits per year	2 corrective maintenance visits per year included
Guaranteed response time	First contact: within 12 business hours (via telephone or email)
Method development discount	Discount on <a href="#">Metrohm Lab Angels</a> services

\* Excluding electrodes, columns, lamps, dosing parts

## 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
Full repair protection*	All visits included for corrective maintenance & repair parts
* Excluding electrodes, columns, lamps, dosing parts	

## 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	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

<a href="#">Standard GLOBAL</a>	Reliable protection with maximum flexibility
<a href="#">Standard Pharma GLOBAL</a>	Reliable protection with maximum flexibility for the regulated environment
<a href="#">Prime GLOBAL</a>	Premium protection with full cost control
<a href="#">Prime Pharma GLOBAL</a>	Premium protection with full cost control for the regulated environment

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

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