



# Metrohm Service Agreement Standard

Reliable protection with maximum flexibility

PEOPLE  
YOU  
CAN  
TRUST

 **Metrohm**

# Metrohm Service Agreement Standard

Customise your personal service and preventive maintenance solution

**When it comes to service and maintenance, there is no one-size-fits-all solution. With your Metrohm Service Agreement Standard you benefit from robust basic 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 an annual pre-scheduled preventive maintenance (PM) visit with calibration certificates issued but also save with reduced hourly/daily rates. 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
- Reduced daily/hourly rates in case of unplanned service interventions
- Fast restoration of your system with minimal disruption of your daily operation
- Numerous options and add-on services to customise your personal solution

## METROHM SERVICE AGREEMENT STANDARD

The Metrohm Service Agreement **Standard** 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
Priority service	Priority treatment over non-agreement customers
Reduced service rates	Discount on unplanned service interventions
Spare parts included*	Maintenance consumables included

\* Excluding electrodes, columns, lamps and dosing parts.

## OPTIONAL MODULES

Choose from our optional modules to customise your personal service and maintenance solution that meets the requirements of your laboratory.

	Scope
Additional PM visits	Additional PM visits as needed
Guaranteed response time	First contact within 12 business hours (via telephone or email)
2 repair visits per year included	2 corrective maintenance visit per year included
Full repair protection*	All visits included for corrective maintenance & repair parts
PM Kit***	Recommended, pre-defined essential wear parts
Extended warranty**	All corrective maintenance related costs (parts, repair visits) are covered
* Excluding electrodes, columns, lamps and dosing parts. ** Only applicable on new system sales. *** Excluding dosing units	

## 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

<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.

DISCOVER MORE:

[www.metrohm.com](http://www.metrohm.com)