

Metrohm Process Analytics Quality Service



We are there for you

Metrohm Process Analytics service benefits

02

Metrohm Quality Service encompasses more than just analyzer service. Metrohm Quality Service is primarily about trust. Trust that someone will be there for you when you need advice, service or support. Trust that you can rely on the service and maintenance work performed on your analyzers. 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 a 24/7 process environment, makes it safer, and, above all, more predictable.

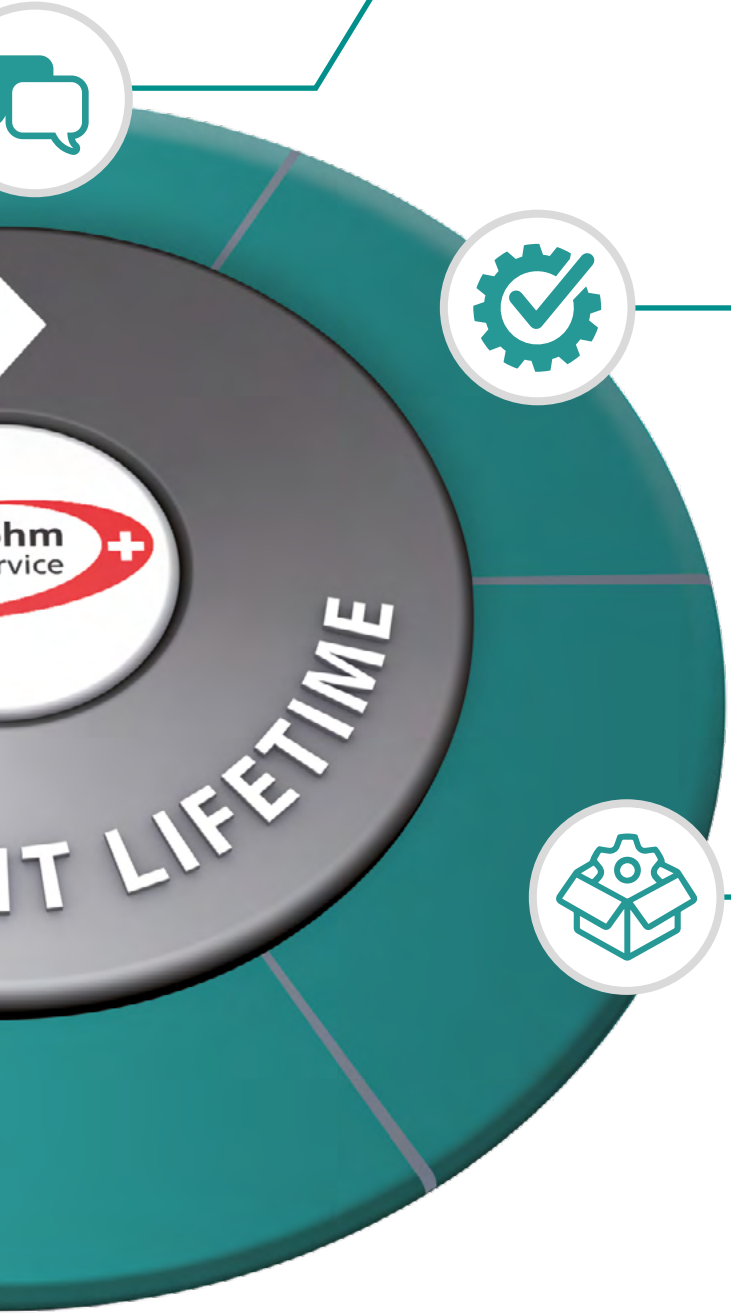
Metrohm Repair Service (page 9)

- Original Metrohm Process Analytics spare parts
- Local Metrohm offices in more than 50 countries.
- On-site repairs
- Maximum uptime, maximum process analyzer lifetime
- Unique Metrohm guarantee

Metrohm maintenance and support (page 8)

- Scheduled service and maintenance
- Services tailored to your needs
- Cost assurance
- Documented performance check (depends on local availability)





- Metrohm Consulting (pages 4)**
- Support with system selection and/or expansion
 - Design Qualification
 - Feasibility studies
 - Requalification and decommissioning

- Metrohm Application development (page 5)**
- More than 2100 Application Notes
 - Application Advice
 - Method Development and Optimization
 - Metrohm Application Guarantee

- Metrohm Installation Services (page 6)**
- Installation Record
 - Certified Installation
 - Analytical Instrument Qualification

- Metrohm Training Programs (page 7)**
- Tailored training content
 - Training courses in the local language
 - Instruction by trained and certified specialists



Metrohm Consulting – expert advice to make the right decision

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 50, subsidiaries 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 has a very precise meaning to us: 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.

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 which we will analyze in our application laboratory with the proposed system. In other words, we offer you an application guarantee.

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

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.



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

Decades of experience have given Metrohm Process Analytics unique applications experience. We're ready 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.

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.

Custom development of methods

Constant pressure to increase efficiency has turned method development into a continuous process. Here, also, 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 method to your Metrohm Process IC.



Installation – correct measurements right from the start

Proper installation and commissioning of a new process analyzer 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 Process Analytics 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.

Analytical Instrument Qualification (AIQ)

Metrohm's Analytical Instrument Qualification meets all requirements mandated by many regulators. AIQ is more commonly known as «IQ/OQ».

In the regulated environment of the pharmaceutical and food industries, commissioning and use of analytical process analyzers 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 process analyzers in strict accordance with the current regulations and can provide documentation as required.



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 process environment for the maximum benefit of your company.

Metrohm Process Analytics does 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 train the users of our process analyzers.

Each and every instructor who shares their knowledge in the name of Metrohm Process Analytics undergoes an intensive internal training program, in accordance with our strict requirements. Comprehensive tests and certifi-

cation gives you the peace of mind that, wherever you are located in the world, you can depend on the same high-quality training.

Advanced training at Metrohm Process Analytics Rotterdam, NL.

The Metrohm Process Analytics training center is a state-of-the-art training facility at our headquarters in Rotterdam, Netherlands. Hands-on training is given in our training laboratories, while the theories are taught in our dedicated seminar room.



Maintenance and Support – prevent problems before they arise

Maintenance pays off

Regularly maintained analyzers experience less downtime, provide more precise results and generally perform better. A regularly maintained analyzer will have a longer lifespan than one that does not receive the same level of care.

Our certified Service Engineers provide fast, efficient and guaranteed maintenance of your analyzers. You'll benefit from maximum uptime, resulting in increased profitability.

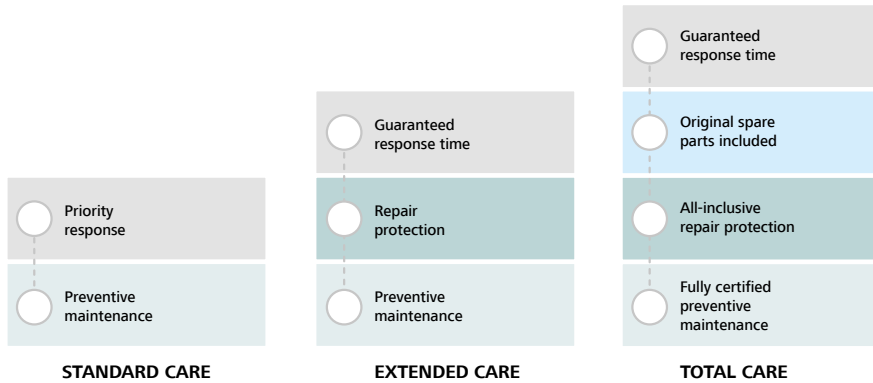
Custom service

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

Metrohm Care agreement – *Service à la carte*

In addition to our basic preventive maintenance based on pre-defined standards, you can choose between a variety of care agreements. 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 agreement 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.





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. Should this ever occur, you can count on our global service organization.

More than 50 countries and exclusive distributors have their own repair center, staffed by qualified service professionals. This does not only guarantee 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 process and affects profitability. That's why we strive to fix any issue with your analyzer 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 a very short time; you'll benefit from minimum downtime and maximum return on your investment.

Original Metrohm Process Analytics spare parts

We never compromise on quality. Keeping true to our philosophy, we only use original spare parts. 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 analyzers. 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 analyzer series has been discontinued.

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.





Local offices worldwide – the Metrohm Service organization

Metrohm Quality Service is available worldwide

Metrohm Process Analytics is present in more than 50 countries. Every subsidiary has its own service organization, 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 the Netherlands.

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



A high standard for us – and a promise to you

The high standards we maintain are 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 agreement 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 Rotterdam.

Along with the theoretical knowledge, the participants learn all the necessary practical skills for the maintenance and repair of Metrohm process analyzers, 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.



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