

Metrohm Care Contracts



Protect your investment the smart way

Metrohm Care Contracts – service, certainty and so much more

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No matter whether you work for a private company or for a public institution, as a laboratory manager you are required to use your resources as efficiently as possible. Failing equipment is a risk you simply cannot afford.

A Metrohm Care Contract is your operational insurance card: safeguarding your instrument from failure and giving you peace of mind – from day one and for as long as you have it.

✓ **Cost certainty**

With a Metrohm Care Contract costs for maintenance and servicing are fixed and, more importantly, known to you – so you can keep in line with your budget.

✓ **Reliable measurement results**

A Metrohm Care Contract means instruments are installed, calibrated and adjusted by trained and authorized Metrohm service professionals to ensure their operational efficiency.

✓ **Less risk of failure**

Instruments that are serviced regularly fail less frequently and have a longer lifetime than instruments that do not get this care.

✓ **Fast repairs**

With a Metrohm Care Contract professional help is just a phone call away. Repairs are always performed by trained and authorized Metrohm service professionals at the first visit.

✓ **Original Metrohm spare parts**

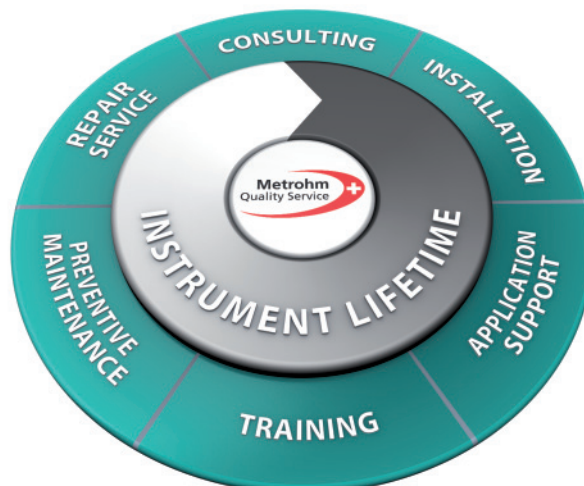
Original Metrohm spare parts, made in Switzerland, provide the best fit for your Metrohm instrument and ensure its long lifetime.

✓ **Free and/or discounted spare parts and consumables**

With a Metrohm Care Contract you benefit from discounts on spare parts and consumables – or even completely free spare parts, as specified in your Contract.

✓ **Maintain the value of your investment**

Regular maintenance increases the service life of your instruments, so you retain the value of your investment.



Metrohm Care Contracts – service tailored to your needs

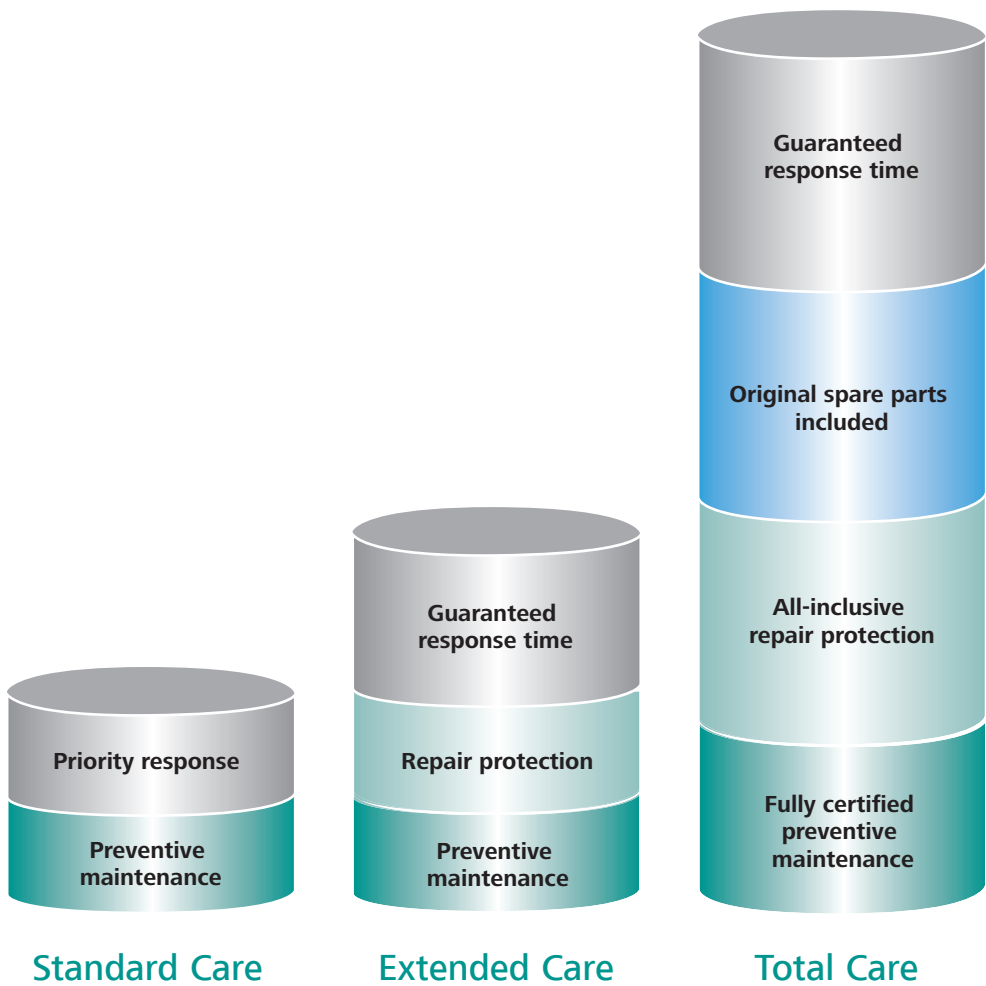
The services offered by Metrohm are geared to your requirements. You can choose from a clearly defined range of three Metrohm Care Contracts, which build on each other in terms of scope and provision:

- Standard Care
- Extended Care
- Total Care

Preventive maintenance for a long service life

Regular maintenance is key to long-lasting, trouble-free operation of your analytical instruments and accurate measurement results. That is why all Metrohm Care Contracts include at least one preventive maintenance check every year. This is carried out by a trained and authorized Metrohm service specialist. He/she knows the hard- and software of your analyzer by heart and can advise you on best practices to get the most out of your Metrohm system.

Preventive maintenance
• is carried out at contractually agreed intervals
• comprises an electrical and mechanical inspection as well as a complete diagnostic check
• covers hardware and software (including firmware upgrades and software patches)
• is carried out with certified test equipment
• includes calibration and adjustment of the instrument
• is documented in a service report and a certificate





Metrohm Care Contracts at a glance

	Standard Care	Extended Care	Total Care
On-site preventive maintenance	•	•	•
Certification	•	•	Calibration certificate
On-site repair	Reduced hourly rates for contract customers	2 repairs a year free of charge	Unlimited and free of charge
Spare parts and consumables*	Discount on consumables	Discount on all materials	All spare parts free of charge and discount on consumables
Response time**			
Support by telephone, e-mail, Internet	Within 1 working day	Within 1 working day	Within 4 h
Service technician on-site	Priority	Normally in 48 h	In no more than 48 h

* Refers to parts and materials acquired during an on-site visit.

** Monday-Friday, during normal working hours; not on weekends and on public holidays.

Call us – we are there for you

Your Metrohm Care Contract – the best insurance for a long operating life

You can enter into a Metrohm Care Contract at any time and then benefit from the many advantages it offers. The best time is, of course, the moment you decide to purchase a Metrohm instrument. Right from the start you will enjoy peace of mind that your Metrohm system is under the best care possible – and you can concentrate fully on your work in the laboratory.

Holding a Metrohm Care Contract ensures our ability to prioritize your service needs between maintenance visits. With just a phone call expert assistance will be on its way. You can count on us responding within the agreed response times. The benefits to you are clear: minimum downtime and long-term system reliability. Even if you do not need us on-site, you can obtain help from a trained specialist by phone.

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Standard Care – good service can be affordable!

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Your Standard Care contract includes an annual preventive maintenance as well as repair service at reduced prices and a discount on consumables.

Preventive maintenance:	Included	Optional ¹
Annual service carried out at your premises by a Metrohm trained and authorized service specialist ²	•	
Function-related cleaning and lubrication	•	
Replacement of wearing parts	•	
Certified checking and, if necessary, adjustment of the various system components according to the manufacturer's instructions	•	
Firmware upgrades	•	
Software patches and service releases	•	
Calibration certificates ³		•
System test		•
Software upgrades		•
Documentation according to Good Laboratory Practice requirements ⁴		•
Extended warranty		•
Requalification according to Good Laboratory Practice requirements		•

¹ Availability dependent on country. Please contact your local Metrohm representative.

² Depending on the type of application and the intensity of use in your laboratory, more than one maintenance visit per year may be necessary; your service specialist can advise you on this.

³ For Standard and Extended Care

⁴ Test plan, documentation and calibration certificates for all test equipment, service specialist's certificate plus schedule coordination and provision of documentation before the due date.

Additional features of Standard Care	Your benefits
On-site repair carried out by a Metrohm trained and authorized service specialist at reduced prices	Cost certainty and cost savings in the event of repair
Discount on consumables	Cost saving
Priority on-site assistance in an emergency and remote support within one working day by telephone, e-mail and/or Internet	Quick response times and rapid problem-solving ensures minimal downtime

Extended Care – the «need more – get more» service package

Extended Care is a better match if your analytical instruments are subject to especially demanding use, e.g. continuous operation over multiple shifts.

With two free repair visits it more appropriately addresses these special conditions to better reduce any risk of system failure.

Enjoy all features of Standard Care plus the following features of Extended Care	Your benefits
Two free repair visits a year by a Metrohm trained and authorized service specialist	Your repair risk is covered
Discount on spare parts as well as on consumables	Cost saving
On-site assistance in an emergency usually within 48 h and remote support within one working day by telephone, e-mail and/or Internet	Quick response time and rapid problem-solving ensures minimal downtime

**Maximum
peace of
mind for an
all-inclusive
price!**

Total Care – your peace of mind insurance card

Metrohm Total Care means all-round peace of mind and services at the highest level. After each maintenance visit by a Metrohm service specialist you will receive a detailed calibration certificate documenting the specifications and measured values. Should repairs ever be needed, a

service technician will be at your door within 48 hours. Your inquiries – either by phone or by e-mail – will be dealt with within 4 hours. All spare parts, which the service specialist typically carries with him/her, are free of charge.

Enjoy all features of Extended Care plus the following features of Total Care	Your benefits
Calibration certificate	Ideal preparation for audits due to detailed documentation of specifications and measured values
Unlimited free repair visits, by a Metrohm trained and authorized service specialist	Your repair risk is covered 100 % 100% cost certainty
All spare parts provided and replaced free of charge Discount on consumables	100% cost certainty Cost saving
On-site assistance in an emergency in no more than 48 h and remote support within 4 h by telephone, e-mail and Internet	Ultimate reliability of your operations due to on-site problem solving delivered at maximum speed

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