

Access System Support Services

Providing service—how and when you need it



FOR MORE THAN 14 YEARS, Millipore's Access Service Programs have provided pharmaceutical and biotechnology companies worldwide with expert support to help overcome the challenges in their complex manufacturing processes. We understand how to get your systems up and keep them running at optimal performance.

From system commissioning and acceptance testing to troubleshooting and expendable replacement, Millipore's Access System Support Agreements can be customized to meet your needs. All service procedures are performed by factory trained Millipore Field Service Engineers, who are well-versed in regulatory compliance requirements.

Whatever your biopharmaceutical process demands—from single unit installations to an entire processing suite, Millipore has a support program that's right for you.

Quality service is one more reason to partner with Millipore

Access System Support Services can assist you in maximizing system reliability, avoiding costly down time and product quality issues. Teams of factory trained service engineers and customer

support specialists know exactly how the system you have works and how to keep it running just like new.

Access System Support Services will help you protect your capital investment by maintaining each system to its' factory approved performance standards. We can identify parts of your system that may need maintenance, repair or replacement before potentially costly problems arise. And, a service agreement can help with financial planning by providing cost control and predictable expenditures.

Compliance is easier with Access System Support Services. Our service engineers are familiar with FDA/EMEA regulatory requirements and provide you with the right documentation for certification of preventative maintenance procedures, parts replacement or repairs.

Access System Support Services

- ▶ System Commissioning and Start-Up
 - ▶ Installation Qualification (IQ)/Operational Qualification (OQ)
 - ▶ Preventative Maintenance (PM)
 - ▶ Expendable Replacement
 - ▶ On-Call Service, Support, Troubleshooting and Repair
 - ▶ Spare-Part Replacement
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As an Access System Support Agreement holder, you'll be given top priority for service response. Your Access Service Agreement can be customized to meet your system needs, usage requirements, institutional standard practices, and training needs — all to provide you with peace of mind. A custom agreement also provides you with telephone support from our team of trained professionals worldwide.

Getting you started quickly

Millipore Field Service Engineers are available to help you get your systems up and running fast and efficiently. Depending on your requirements, engineers perform equipment installation, system commissioning, site acceptance testing and IQ/OQ. Then we provide you with the proper certification for each step to assist with regulatory compliance and record keeping — so you know that the job was done right.

Keeping you running at peak performance

Regularly scheduled preventative maintenance procedures are vital to keeping your system operating at optimal efficiency, ensuring maximum reliability and productivity. Your Access Service Agreement can specify visits at factory recommended intervals or it can be tailored to meet specific needs.

In your Access Service Agreement, you may also customize the degree of Access On-Call Service you require. Telephone and on-site response times are included and set to meet your needs.



Systems Serviced by Access Support Programs

- ▶ Standard and Custom TFF Systems
- ▶ Standard and Custom Chromatography Systems
- ▶ Standard and Custom Chromatography Columns



Flexible agreements

From pilot-scale to full-scale manufacturing, Millipore provides a choice of service plans designed to offer flexibility. We'll work with you

to customize a service program that addresses system needs, usage requirements, regulatory concerns and your institution's standard practices.

Service Reference Guide

<p>System Commissioning and Start-up</p>	<p>Utilize Millipore's expertise to start-up your systems fast. Leverage our breadth of knowledge to get your systems up and running.</p>
<p>Installation Qualification (IQ) and Operational Qualification (OQ)</p>	<p>Achieving compliance and efficient system performance are easier when you utilize Millipore Field Engineers. We conduct installation qualification (IQ) and operational qualification (OQ) tests to make sure operation is optimal for your process, and provide the necessary documentation for compliance with regulatory and governing agencies.</p>
<p>Preventative Maintenance (PM)</p>	<p>Control down-time and avoid quality issues by keeping your systems up and running with regular Preventative Maintenance visits. Millipore works side-by-side with you to determine the best maintenance frequency for your systems. Your Access System Support Agreement will clearly specify what will be done, equipment calibration requirements, how performance is verified after the completion of maintenance, and how long it will take. It also specifies lead-time for scheduling the appointment and what spare parts need to be on hand. This allows you to plan and prepare for the necessary downtime and allows Millipore to perform the maintenance in a timely and efficient manner.</p> <p>Your Agreement also defines the service protocols and acceptance criteria. At the end of the procedure, you are given a PM certification along with the PM records. All PM protocols are done in compliance with GMP regulations.</p>
<p>Expendable Replacement</p>	<p>No-worry expendable replacement. Expendables for your systems can be automatically delivered on predefined dates to coincide with a preventative maintenance visit where an experienced Millipore Field Engineer can change them, check the system and provide needed documentation.</p>
<p>On-Call Service and Support</p>	<p>Need help now? For fast resolution of issues which may arise in the time between planned Preventative Maintenance visits, we offer a priority response time to ensure we get your system up and running with minimum delay. Your Agreement may be extended to on-call telephone and on-site repair and troubleshooting service where response times are tailored to meet your needs. Labor, travel and other costs associated with Access On-Call Services, if any, are specified in your Agreement.</p>
<p>Spare-Part Replacement</p>	<p>Extend your Agreement to cover spare-parts and spare-part kits.</p>





Discover the More in Millipore™

In every application, every step and every scale, count on Millipore to be everywhere for you —from monoclonals to vaccines, from clinical through pilot to full-scale manufacturing. Our technologies are used by most of the world's major biopharmaceutical companies. But we deliver more than advanced separation, purification, sterilization and quality control products. With Millipore, you get services to optimize and validate your processes, comprehensive resources to streamline and enhance your operation, unmatched know how forged from nearly 50 years' experience—and solutions that integrate it all. For higher yields, improved process economics and faster speed to market, discover the more in Millipore.

To Receive More Information on Millipore's Access Services

Call your nearest Millipore office:

In the U.S. and Canada, call toll-free **1-800-MILLIPORE (1-800-645-5476)**

In the U.S., Canada and Puerto Rico, fax orders to **1-800-MILLIFX (1-800-645-5439)**

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