



Millipore Integritest® Instrument Service Agreements

—North America

**Ensuring optimum performance of your
automated filter integrity test instrument**

- ▶ Certified support personnel
- ▶ Range of support services to meet your testing requirements
- ▶ Proactive preventive maintenance ensures optimum performance and instrument longevity

For 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 and validation processes. When you chose a Millipore Integritest system, you received a superior solution for filter testing. To keep your system running at optimal performance, we offer you comprehensive calibration and maintenance agreements.

Comprehensive Service

The Integritest service programs include inspection, calibration, maintenance and repair. These services are performed by trained technicians certified to work on Millipore's Integritest instruments. Service visits occur at predetermined intervals based on a frequency schedule specifically designed to ensure optimal performance of your Integritest instrument(s). Emergency repair and troubleshooting are also available. Upon completion of a visit, you are supplied with a Service Report that includes calibration results, maintenance findings, certificate of calibration, calibration label, certificates of crucial reference equipment used, and recommendations on instrument status.

Integritest Service Agreements

Millipore Access Services offers three levels of service plans including a 3 year Extension of Warranty on all new systems purchased and the choice of either a Gold or Silver Service Plan for the US market.

Service	3 Year Extension of Warranty*	Silver Service/PMC US**	Gold Service**
Customer Care Escalation program, firmware and software updates and service reports	Yes	Yes	Yes
Shipment to repair center	Yes	1/yr	Yes
Spare parts included	Yes	30% discount on list price	Yes
Diagnostic	Yes	Charged if no repair	Yes
Corrective maintenance labor included	Yes	No	Yes
Calibration	None	1/yr	1/yr
Scheduled preventive maintenance	None	Yes	Yes
Preventive maintenance	None	1/yr	1/yr
Replacement of wear and tear parts	No	Yes	Yes
Maximum number of visits per year	None	1 PM	1 PM and 1 CM
48H replacement unit provided	No	No	Yes
Cost of plan	\$4,150.00	\$1,500.00/yr	\$4,150.00/yr
Catalogue number	ITSERV3WA	ITSERVST1	ITSERVGOL

Abbreviations: PM = Preventive Maintenance (see back page for description)
CM = Corrective Maintenance (see back page for description)

* Only available for newly purchased systems.

** Customers will be invoiced for actual travel costs per visit.

Note: It is important to note that any warranty, preventive maintenance and/or repair included with the contract can only be granted when the unit was used under normal conditions. Any damage caused by misuse of the unit is not covered in any of the proposed contracts.

Each plan includes the following:

Customer Care Escalation Program

A whole-company approach that provides focused, expert technical support, the Customer Care Escalation Program ensures maximum support coverage with minimum delay.

Firmware and Software Updates

Upon agreement, any firmware or software updates will be installed during your next scheduled maintenance session. However, any upgrades to add functionality to the unit (e.g., from the Integritest 4 system to Integritest 4 Networked-Ready system) are not covered in any service plans. All updates will be documented and, if required, a validation protocol will be added to ensure software robustness.

Customer Care Escalation Program

Director of Sales/
Worldwide Field Service Manager

Product Manager/Sales Manager

Regional Field Service Manager/
Account Manager

Field Service
Engineer

*On-Site Field
Service Engineer or
Manager, may elect
to escalate sooner
or bypass levels
at their discretion.*



Level 1



Level 2



Level 3



Level 4

Progression to Resolution—System Up



Service Reports

All instrument maintenance includes a Service Report with the following documentation:

- Maintenance and calibration report including status on equipment
- Results of pre-calibration (print out)
- Result of calibration verification (print out) and/or result of post-calibration (print out)
- Result of system leak test and/or sub-system leak test (print out)
- Result of filter test (print out)
- Certificate of calibration
- Calibration label
- Certificates of critical reference equipment used

Technical Phone Support

For quick resolution of issues that may arise in the time between planned Preventive Maintenance visits, we offer telephone support from our system experts. Technical support is available 5 days a week from 8am to 8pm (US Eastern time).

Certified Technician and Quality Parts

Millipore has put every effort in training and qualifying our service engineers to the highest standards possible. All replacement parts are manufactured to the highest quality standards. Only Millipore can guarantee that your Integritest system meets our manufacturing specifications after preventive maintenance and services. Any Integritest system serviced by non-Millipore certified third parties will result in the loss of warranty and may lead to unpredicted downtime.

3 Year Extension of Warranty

For increased performance coverage for all new instruments purchased, Millipore offers a warranty extension of 3 years in addition to the standard 1 year warranty. This extended warranty coverage includes corrective maintenance and system repair as well as all spare parts required during corrective maintenance.

Service Includes: System repair, corrective maintenance (CM), corrective maintenance diagnostic, calibration, leak test, and filter test when a repair is performed, and a Service Report

Service Location: At a repair center

Period: At time of instrument repair

Silver Service/Preventive Maintenance (PMC)

A Silver Service offers annual preventive maintenance on your Integritest instrument. In addition, this service plan includes the replacement of all wear and tear parts and a 30% discount on the purchase of spare parts needed during repair servicing.

Service Includes: Calibration, leak test, filter test, replacement of printer ink and paper, and a Service Report

Location: On-site or at a repair center

Period: One appointment – you choose when

Gold Service

This premium service plan offers comprehensive preventive maintenance and service of your Integritest instrument. Our Gold Service Plan includes replacement of all wear and tear parts as well as replacement parts that are required during repair. This plan also offers a 48 hour replacement unit with the same software as your instrument. A quick local test and record in your log book will allow you to continue testing your filters with minimum interruption.

Service Includes: Repair, calibration, leak test, filter test, replacement of printer ink and paper, and a Service Report

Location: On-site or at a repair center

Period: Annually

Emergency Service: Troubleshooting, on-site visits and emergency repair are available

What is Preventive Maintenance?

Preventive maintenance delivers the most cost effective approach to ensure consistent reliable performance of your Integritest system. Regularly scheduled maintenance of your integrity test system significantly reduces potential downtime and costly repair.

Service Includes:

- Check all spare parts including air filters, tubing and connectors, cables, etc., for wear and tear and replace as necessary
- Change consumables such as paper and ink
- Inspect instrument components
- Calibrate system
- Conduct leak testing
- Perform a filter test as a final control

What is Corrective Maintenance?

For the rapid resolution of any issues that may arise between planned preventive maintenance visits, we offer priority response to those customers who have selected an agreement that includes CM support. CM support ensures your system will be up and running with minimum delay. No need to generate another purchase order or experience delays – support is just a phone call away.

Corrective maintenance is only performed at a repair center and includes a full calibration. A service and calibration report will be delivered with the unit.

Set Up Your Service Contract Today!

For more information on the Integritest Services program offered by Millipore, please contact your local Application Specialist or Millipore Technical Service. In the U.S. and Canada, call toll-free 1-800-MILLIPORE (1-800-645-5476).



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