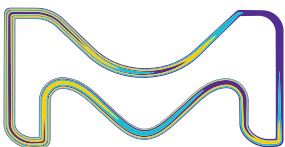


# Maximize uptime with Milli-Q® Service Total Predict™ Plan

In a clinical lab, every minute of water system downtime may delay patient results. The Total Predict™ Plan lets us monitor and catch risks before they impact analyzers—ensuring uninterrupted, compliant purified water from Milli-Q® CLX 8Series systems.



**Quality care, delivered.  
In person & online.**



## Predictive Intelligence

**NEW**

- Real-time monitoring & predictive analytics
- Proactive online diagnostics & repair
- System Performance Report
- Secure connectivity via LAN or cellular router

+



## Complete System Coverage

- Preventive maintenance visit
- Unlimited repairs
- Free genuine spare parts
- MyMilli-Q™ Remote Care & Online Contract Management

+



## Best-in-Class Service Support

- Certified service engineers
- Traceable documentation
- Tailored service options

# THE TOTAL PREDICT™ SOLUTION

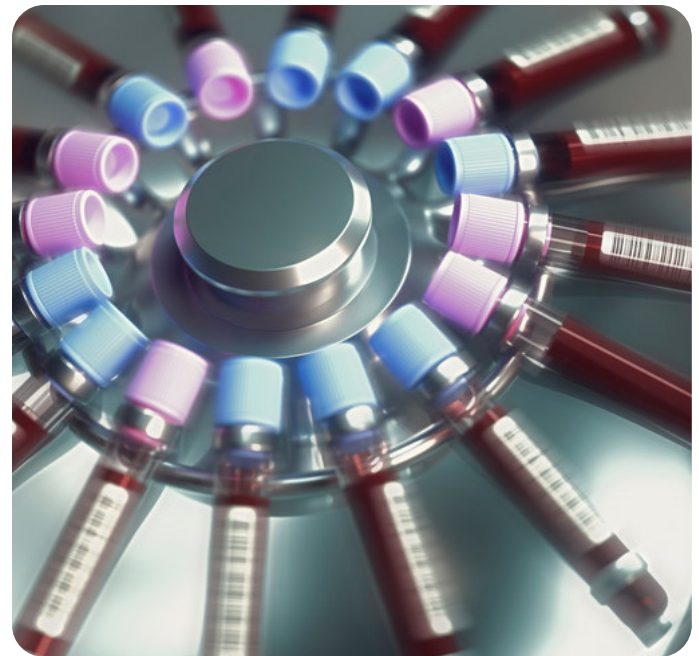
Uninterrupted performance that prioritizes patient care.

## TARGET 99.9% UPTIME \*

- **Predictive analytics with proactive service** – Continuous monitoring lets us automatically detect emerging trends and proactively intervene to prevent unexpected downtime
- **Remote troubleshooting** – Fast, professional diagnostics and potentially online repairs
- **Tailored Preventive Maintenance Visit** – Includes an annual full system check-up with replacement of aging parts, customized care according to predictive data, and a traceable diagnostic report
- **System Performance Report** – A fully transparent yearly analysis of uptime, water quality, consumption, and more



Powered by MyMilli-Q™ Remote Care



## IMPROVE RESOURCE EFFICIENCY

- **Priority status** for any requests, including service visits and parts delivery
- **Avoid surprise costs** – All parts, labor and travel are covered so you can budget with confidence
- **Ease audits and compliance** with all quality and maintenance records at your fingertips
- **Simplified online management** of system, contract and consumables via the MyMilli-Q™ platform

## HAVE FULL CONFIDENCE IN BEST-IN-CLASS MILLI-Q® SERVICES

- **Assured quality** – ISO 9001:2015 certified field service organization† and factory-trained engineers follow auditable standard operating procedures
- **Responsive expert support**, both in person and online
- **Genuine parts** from our ISO 9001-certified manufacturing site

## OPTIONS

- Verification • Calibration • Sanitization‡ • Extended guarantees • Additional preventive maintenance visits • Scheduled shipments of consumables and parts • Remote Health Checks

## GET STARTED TODAY

Contact your lab water specialist or visit:

[SigmaAldrich.com/mymilli-q](https://SigmaAldrich.com/mymilli-q)

\* Uptime refers to the amount of time that a system is available and operational for use, without experiencing any unplanned downtime or breakdowns. We calculate that each 0.1% equates to 8.5 hours per year.

† Certified in the US, Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Netherlands, Norway, Portugal, Spain, Sweden and UK.

‡ Available in the US, Canada, Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Norway, Portugal, Spain, Sweden and UK.

