

Instrument Care & Service:



We're there when you need us.

 **Metrohm**
USA Inc.

Metrohm warranties are a great start.

3 year
instrument warranty



Metrohm instruments carry the best warranties in the industry—because they are painstakingly designed, assembled and tested by our expert manufacturing group in Switzerland.

We don't outsource our manufacturing, and we don't cut corners—ever. You'll hear many brands talk quality. We live it. And that's why we can stand behind our instruments with warranties that go years beyond the rest.

10 year
suppressor warranty



Our quality doesn't stop with instruments. Metrohm USA Service offers you the best investment protection in the industry.

Our Service Representatives are Metrohm employees, trained by Metrohm to diagnose, repair and upgrade your Metrohm system. They understand it better than anyone. They know your applications, too, and will keep your system fine-tuned to your methods and requirements. The tools they use are proprietary—specially designed to pin-point even the slightest deviance from manufacturer specifications, so they can return it to factory-new operation, regardless of its age.

Metrohm USA Services keep it that way.



Great labs start with great instruments and personnel. It's a partnership through and through. You can start out with a great system, but its longevity and reliability will also depend on who uses it and how they take care of it. As your car needs regular oil changes and upkeep, so does your lab equipment. And a little preventive maintenance goes a long way.

To this end, we offer specialized services designed to keep your instruments operating like brand-new, so your work stays accurate and your lab remains as efficient as possible. **Choose the plan that best suits your needs.**

All plans can be tailored to meet any GLP requirements and budget.

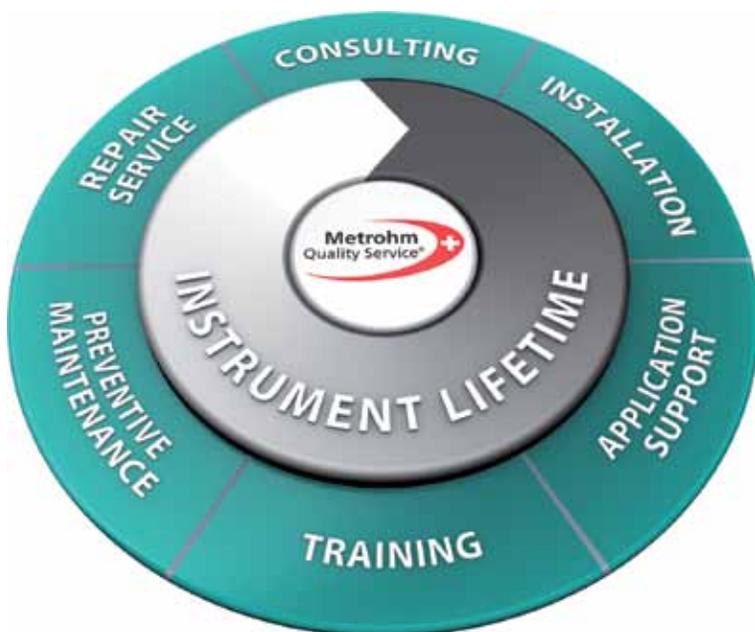
Description of services	Total Care service package	Performance Maintenance service package
Priority NO-CHARGE on-site repair	•	
- Travel, labor and all replacement parts included	•	
Priority customer service/applications support	•	
Priority remote troubleshooting/support	•	
Min. 1 Performance Maintenance visit per year, which includes free:	•	•
- Labor & Travel	•	•
- Wearable parts replacement	•	•
- Firmware updates	•	
- Software updates	•	
- Additional replacement parts/accessories	discounted	standard pricing
- Training courses	discounted	standard pricing

Total Care service package

Fixed-price peace of mind.

Know how much you're spending for service each year AND protect your lab from any system-related downtime. Our Total Care package includes the most commonly requested service and support features.

The most opportune and economical time to sign up for this plan is when you are purchasing a new instrument—and the features kick in as soon as they no longer apply under the standard warranty period. This ensures a seamless transition of benefits to keep you and your lab operating at peak efficiency. Of course we'll accept an existing Metrohm instrument or one that is already off warranty into the plan; we do this by first inspecting and fine-tuning them back to proper working and coverable condition.



Key features of Total Care:

- Priority status for on-site repairs
- Priority status for remote diagnostics and troubleshooting
- Priority status for Customer Support and Applications Support calls
- Priority registration to webinars and online courses
- Minimum 1 Performance Maintenance visit per year (or more, depending on your final service package), which includes:
 - Free travel and labor of 1 Metrohm USA Service Specialist
 - Free replacement of critical wearing parts (e.g., piston, cylinder, anti-diffusion tip, etc.)
 - Free firmware and/or software updates (when applicable)
- 50% discount on one-on-one and small classroom training*
- Discount on replacement consumables and accessories not covered under PM*

*Invoiced separately, upon request

Only genuine Metrohm spare parts and accessories are used to replace your system components. Don't be fooled by cheaply manufactured knock-offs, all spare parts do not work the same!



All Metrohm services are performed using NIST-traceable instruments, reagents and standards—always.

What our services include	And why you'll like them
Priority status for on-site service, phone and online support	Because there's no time for downtime, and we know it. If your system is down, you'll be quickly connected to our support team to diagnose the problem; if it can't be resolved remotely, we'll dispatch your local Field Service Representative to your facility to get you back up and running ASAP.
On-site preventive maintenance visit that includes travel, labor and parts	We know budgets are tight and there's no room for unexpected service charges; that's why we include the cost of our Service Representatives travel and work time into your contract. We even cover the replacement of the critical wearing parts of your system (e.g., piston, cylinder, anti-diffusion tip, etc.).
General inspection, cleaning and safety check	Although some labs are harsher than others, basically all labs are harsh environments for your instruments. Over time, innocent chemical spills—even dust—can lead to performance issues and possibly instrument failure; your Service Rep will inspect your entire system to ensure the housing is intact and all internal components are clean and functioning as they should.
Calibration of system components	An uncalibrated electrode or column can ruin your day's work, and who has time for that? Your Service Rep will take the time to inspect and make sure your entire system is calibrated according to Metrohm specifications and back to operating like the day it came out of the box.
Evaluation of the key application parameters	Did your application requirements or work processes change since you first purchased your system? If so, are you sure that your components and accessories are still the ideal match for what you are doing? Your Service Rep will know the answer and make recommendations, where applicable, on replacement components to ensure that you still get the most out of your Metrohm system.
Free firmware/software upgrades	Where applicable, your Service Rep will install the latest firmware and/or software to ensure that your system is optimized and running at peak efficiency.

Performance Maintenance package

Taking basic care to a higher level.

There's nothing "basic" about our care for you and your lab.

Are you familiar with the old adage, "an ounce of prevention is worth a pound of cure"? Nowhere is this saying more applicable than in your lab, where your instruments run caustic chemicals and operate in harsh environments everyday. Even if you have a limited budget, it pays to have this most basic coverage—which includes replacing parts that wear out over time, along with a thorough inspection and cleaning—as your best insurance against instrument failure and unexpected downtime.



Designed to ward off instrument failure from happening in the first place, our PM plan includes:

- One all-expenses-paid service visit per year by a Metrohm USA Service Representative—all travel, labor and replacement of standard wearing parts included
 - Our Service Reps are Metrohm USA employees—we never contract out to third parties
- Your replacement parts are Genuine Metrohm—no knockoff components designed to look like Metrohm, but could never match up in quality or performance
- Internal inspection and cleaning—to ensure dust and spills do not compromise circuitry or other components from functioning properly
- Evaluation of critical parameters and components—to ensure that your system continues to operate as efficiently as the day you took it out of the box
- 10 % discount on additional service calls outside of scheduled PM—including travel, labor and any parts needed
- Refresher basic training (if needed) and performance improvement recommendations (if your application parameters or requirements have changed)

Metrohm Service Representatives care for your instrument like it's their own. Because it is.

Can we provide more support?

Yes, we can.



If you need it, we have it.

Whether you work in a highly regulated environment, really beat on your systems with harsh chemicals or high throughput, want the additional assurance validation provides or would benefit from more frequent/personalized training, we can provide the additional support you need. It's most economical to build these services into your contract; however, sometimes you can't plan that far ahead we understand that. That's why we call them à la carte services—so that they are always available to you by calling our Customer Support team or your local Sales Representative when you need them.

Add-ons and à la carte services include:

- **Certification** — For those labs working under strict Federal or GLP guidelines, your Service Rep will perform all necessary test procedures and provide you with the required compliance documentation.
- **Additional Preventive Maintenance visits** — Depending on your application and/or throughput, your system may require more than one PM visit per year; your local Sales Rep will discuss your needs and work out an appropriate timeline for PM with you. Of course, you can always call to schedule an additional PM outside of your contract (additional fees apply).
- **Validation (IQ/OQ)** — If you require proof of operational assurance, nothing beats IQ/OQ validation. We perform IQ/OQ on potentiometric titration, coulometric or volumetric Karl Fischer (with or without oven); for ion chromatography, IQ/OQ covers conductivity, UV and voltammetry.
- **Advanced user training** — Our course offering covers a range of topics within titration and ion chromatography, and they can be very broad or very specific in terms of instruction; you can choose your classroom setting as well— at our facility or yours for brick-and-mortar style learning, or online for the convenience of virtual learning.

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