

# Micromeritics Product Assurance Services

**PROTECT YOUR INVESTMENT  
ENSURE YOUR SUCCESS**



# A Commitment to Match Your Business Priorities. . .

More than just fast repairs or necessary calibrations, our commitment is a partnership. When you utilize Micromeritics Product Assurance Services, you have our full attention to assist in meeting your specific business needs. We are the partner you can depend on.

## **Lifetime Performance**

On-time, professional service by our factory certified technicians guarantees your instrument meets original specifications to ensure minimal operational downtime over its full lifetime.

## **Client Support Network**

A team of industry experts is at your disposal to provide application assistance, technical service, and access to our user training programs.

## **Measurement Assurance**

Lower your cost of ownership by maintaining your instrument at peak efficiency with Micromeritics calibration and preventive maintenance programs tailored to your specific laboratory needs, regulatory requirements, or IQ/OQ demands.



## World Leader in Materials Characterization

We work hard to maintain your trust. We continually re-invest in our personnel to guarantee your success. We take seriously the responsibility to provide the industry benchmark for support to all our customers.

### **Certified Network of Service Professionals**

Our technicians are put through a rigorous certification program with continual training to provide up-to-date expertise on all our instruments.

### **Micromeritics Analytical Services**

You have access to a fully-staffed analytical laboratory for critical situations and applications support.

### **Instrument and Application Training**

Increase the effectiveness of your laboratory with our technical training courses. Each course provides comprehensive application instruction and hands-on instrument training. Courses are conducted at Micromeritics U.S. Headquarters training center.



# Product Support Tailored to Your Laboratory and Business Needs

Micromeritics offers customized levels of product support with various levels of response time. Plans are structured from an all-inclusive plan to more affordable options that meet budgetary constraints and still maintain performance confidence. Also included are multi-unit and multi-year options.

## PM/Calibration Services

Our preventative maintenance plans cover replacement of all expendable system components, verification of operation, and calibration to the instrument's original specifications. Your technician will provide all results and appropriate documents for your review.

## Maintenance Plans

Different programs are available with variable levels of support, cost, and response times. We will customize a response time to meet your requirements. Options also include multi-site and multi-year discounted agreements.

## IQ/OQ Validation

Instrument qualification certifies that your instrument and its component parts are validated for your purpose and location, installed to specification, and satisfy your objectives to carry out the intended function to expected standards.

Operational qualification is completed after installation or at service intervals. Its purpose is to confirm the instrument satisfies its agreed metrics by verification against traceable references. At completion, operational tests are documented, results validated, and all relevant certificates completed and signed.

To find the right plan and options to fit your needs, contact:

Service Department  
US Headquarters  
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+49 (0) 241 189 4460

Your sales representative or local  
authorized agent

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