

## Excellent Performance On Day One and Beyond

Get the most from your Automated Reactors and In Situ Analysis instruments



**METTLER TOLEDO**



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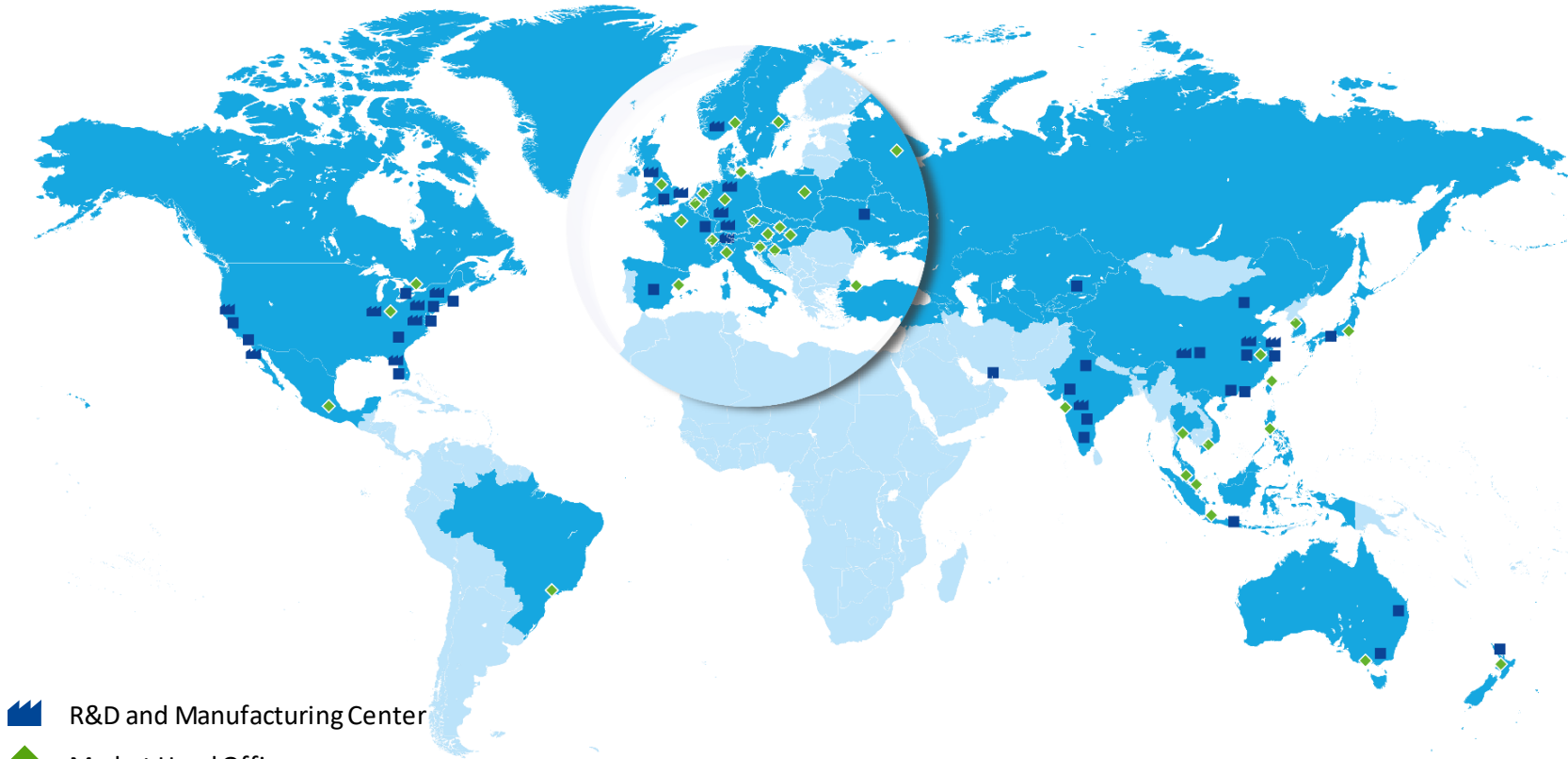
Instrument Specific Information






Additional Service Details for Each Instrument



# Global Reach and Local Know-How

## METTLER TOLEDO: Your Trustworthy Service Partner



-  R&D and Manufacturing Center
-  Market Head Office
-  Sales and Service Office
-  METTLER TOLEDO
-  Dealer and Partner

### Global Presence

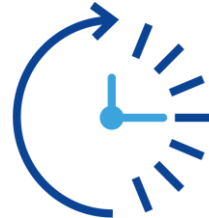
Largest service force of certified technicians within the industry.

### Acknowledged for Accuracy

METTLER TOLEDO Services ensure that your equipment is always operating at peak performance so that you meet productivity, quality and regulatory requirements.

# Installation and Qualification Packages

## Accuracy From the First Day of Operation



### Why are qualified installations preferred?

- Warranty is only valid if installed by an authorized service representative
- Certifications, such as, NRTL for North America, CE for Europe, UKCA for the UK; as well as ISO 9001:2015 and ISO 80079-34 are valid
- Comprehensive documentation and reliable operations in the appropriate environment enabling excellent regulatory compliance

### StarterPac

All instruments are tested and inspected before they leave the manufacturing facility to make sure they meet specification. Once they reach the customer site the Service Technician will install it. Depending on your industry and application a certain level of qualification will be necessary.

If factory inspection is sufficient, like in **academia**, then the **StarterPac** with its functional check list is appropriate and will trigger the start of your warranty period.

### IPac & EQPac

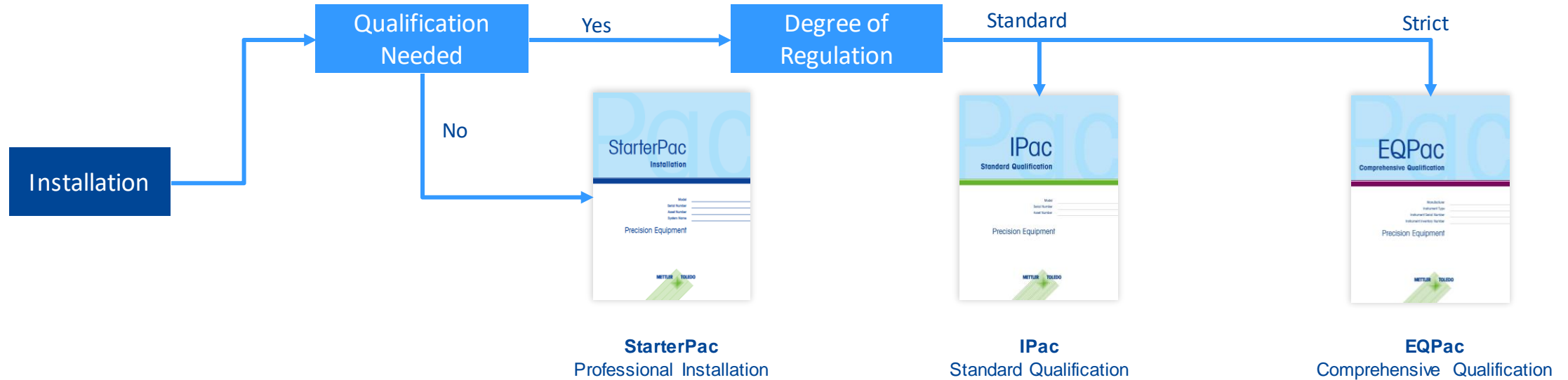
If your industry or application typically requires IQ and OQ, like in the **pharmaceutical or chemical industry**, then an **IPac** is most appropriate. This service includes on-site instrument validation and performance verification to ensure it still meets specification after installation at your site. For production or manufacturing applications with stricter quality requirements, (**FDA, GMP, and European Pharmacopeia**) the **EQPac** is the most appropriate.

Find out which package is best suited to your needs:

► [Professional Installation - METTLER TOLEDO \(mt.com\)](https://www.mettler.com)

# Which Installation Pac Is Right for You?

## Choose the Level of Assurance You Need



Installation	■	■	■
Setup and Configuration	■	■	■
Basic User Familiarization	■	■	■
Installation Qualification (IQ)	■	■	■
Operational Qualification (OQ)		■	■
Process Software Validation			■
Material Certification			■
Industry Levels	Academia	Pharmaceutical/Chemical	FDA/GMP/EU Pharma



# StarterPac

## Immediate Release for Routine Operation



### Professional Installation

Our **StarterPac** includes professional installation and user familiarization by a factory authorized Service Technician.

This Pac includes unpacking of the equipment, making all necessary connections, and performing a series of basic functional tests against METTLER TOLEDO standards.



**StarterPac** Installation includes:

- Expert installation by factory-trained METTLER TOLEDO service engineer
- Basic confirmation with functional checklist
- Hardware and operation familiarization
- Installation Qualification (IQ)

*On-site instrument validation and calibration (product dependent) is not included but recommended to ensure accuracy from day one*





IPac

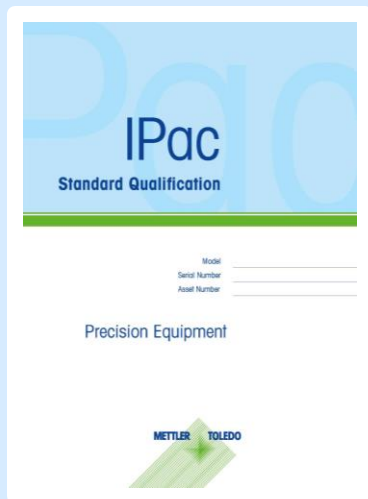
## Standard Qualification



### Installation & Qualification

IPac provides you with comprehensive installation qualification services including equipment setup, diagnostic evaluation and validation.

A user familiarization is conducted to equip operators with an understanding of safe and efficient operation protocols.



IPac Installation & Qualification includes:

- Expert installation
- Standard qualification documentation with functional check list
- Hardware and operation familiarization
- Installation Qualification (IQ)
- Operational Qualification (OQ)
- On-site instrument validation and calibration to manufacturing specification (product dependent)





# EQPac

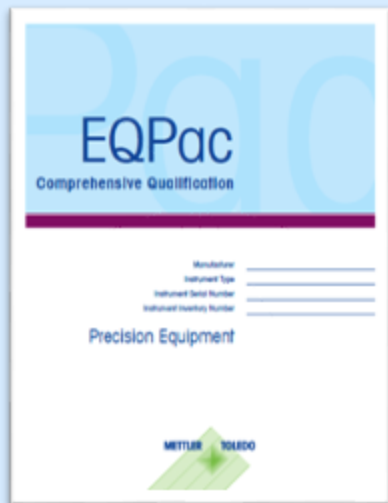
## Comprehensive Qualification



## Installation & Qualification

EQPac provides you with in-depth operational testing to ensure accurate results and meets the strictest regulatory demands and quality requirements.

Comprehensive documentation with a professionally executed IQ/OQ qualification procedure ensures equipment conformity and provides full traceability, required for quality audits.



### EQPac Installation & Qualification includes:

- Expert installation
- Standard qualification documentation with functional check list
- Hardware and operation familiarization
- Installation Qualification (IQ)
- Operational Qualification (OQ)
- On-site instrument validation and calibration to manufacturing specification (product dependent)
- Software validation
- Material certification (product dependent)
- Maintenance log-book







# Powerful Software Solutions

## Maximize Productivity

Having the right software licenses maximizes your productivity by ensuring that your team can both run experiments in the lab and analyze data outside the lab.

Instrument License

Office License

Software Care (iCare)

Site License

### Instrument Licenses

- Allows for instrument mobility by allowing instruments to be connected to additional computers

### Office Licenses

- Remotely design experiments and analyze data
- Increase instrument availability to run experiments
- Gives access to reaction data on other PC outside the lab

### Software Care (iCare) Software Maintenance

- Provides access all to new versions and upgrades that are released
- Prevents any issues with file and operating system compatibility

### Site Licenses

- Integrated workflow for your experiments and data
- Automated data collection, sharing and knowledge management
- Unlimited number of office licenses

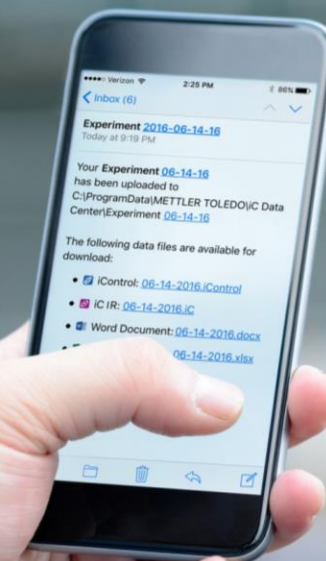


Cross-Platform Support

Offline Data Analysis

Upgrades & Compatibility

Automated Data Sharing





# User Training and Application Support

## Maximize the Impact of Your Work



Designing a training schedule for your team ensures new users are trained properly from the beginning and experienced users have the opportunity to develop advanced skills and techniques. For first time users or new employees, our application consultants use a combination of remote classroom and/or hands on training. The technology and application consultant can even run a hybrid training to ensure your new and experienced users get the most out of your new equipment. They will cover topics such as the following.

### User Training Topics

- For New Users
  - Methods of Measurement
  - Experiment Set-Up and Execution
  - Data-to-Information Basics
- For Experienced Users
  - Advanced Software Functionality
  - Cross-Platform Integration
  - Application/Workflow Specific Topics such as: Metastable zone width, scale-up and tech transfer, and advanced crystallization



# ExtendedCare

## Protect and Extend the Life of Your Investment

### Your Benefits

- ✓ Annual Preventive Maintenance service to ensure maximum uptime
- ✓ Full cost control – includes labor, travel and material costs of all repairs\*
- ✓ Software/firmware updates performed for ensured compatibility\*\*
- ✓ Calibration validation performed for reliable data quality
- ✓ Traceable "PMPac" documents IQ/OQ activity and process
- ✓ Streamlined repair process minimizes downtime and facilitates sharing between multiple users
- ✓ Depot repair included for complete coverage

\*Costs are not covered in case of misuse or mishandling of the equipment

\*\*Does not include the software license or Software Care

*Note: Regional Care plan options may apply. Consult your Mettler-Toledo Representative for details.*

Can be converted to  
**ComprehensiveCare**  
after 24 months



# Advantages Beyond Your Regular Warranty



Coverage	Regular Warranty	ExtendedCare
Duration	12 months	24 months
<b>Preventive Maintenance</b>		
Annual inspection and cleaning		■
Annual performance tests to manufacturer standards		
Adjustments, if necessary		■
Annual spare parts replacement*		■
<b>Coverage in Case of Technical Problems</b>		
First year of warranty	■	■
Additional year of warranty		
Intervention on site	■	■
Priority intervention		■
Labor costs included	■	■
Travel costs included	■	■
Technical assistance hotline	■	■

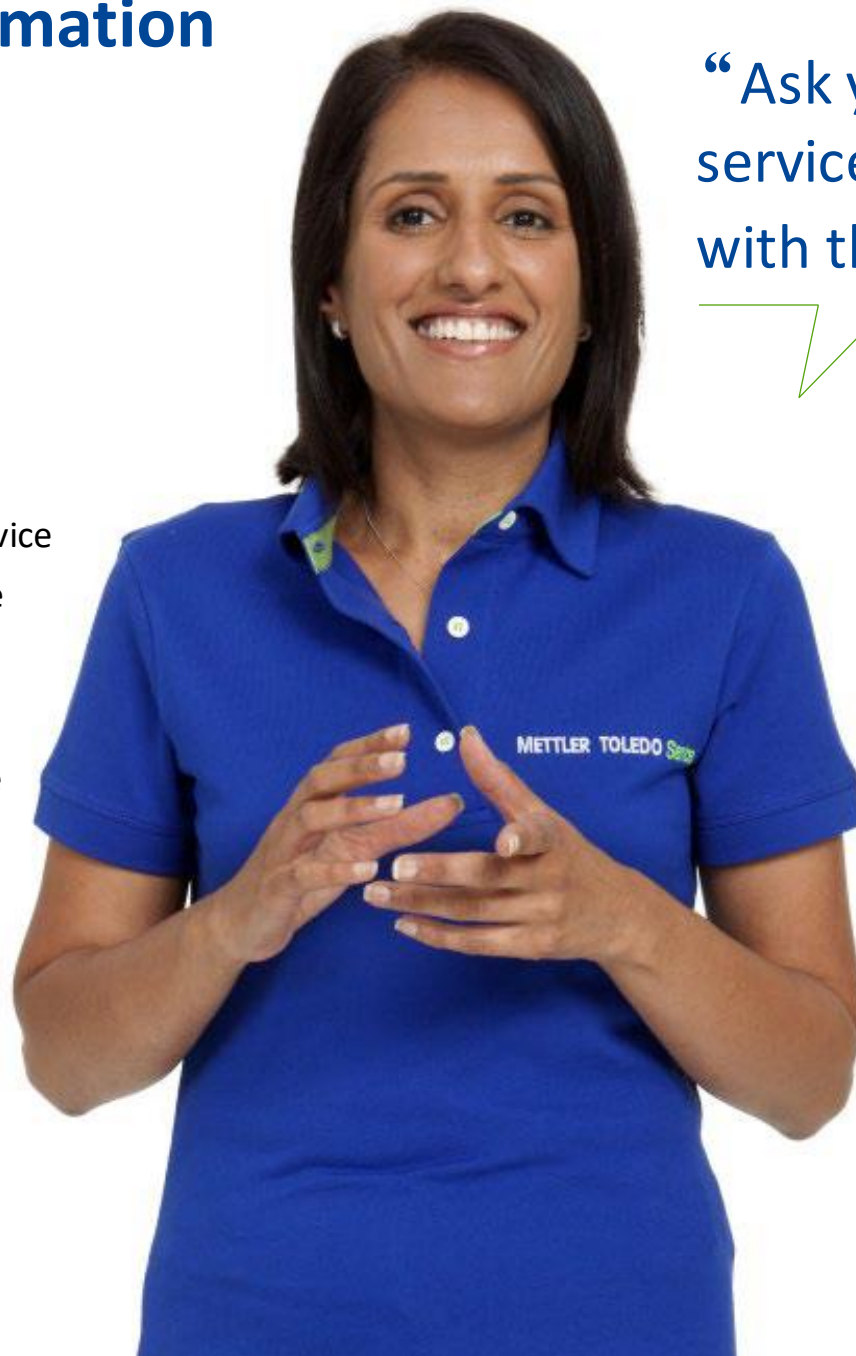
\*Regional differences may apply, see instrument maintenance schedule for more details



# Instrument Specific Information

## AutoChem Service Literature

- 30509001 Data Sheet EasyMax Service
- 30509002 Data Sheet OptiMax Service
- 30509003 Data Sheet RC1mx Service
- 30509004 Data Sheet EasySampler Service
- 30686458 Data Sheet RX-10 Service
- 30509006 Data Sheet ParticleTrack G600/Ex Service
- 30509007 Data Sheet ParticleTrack G400 Service
- 30571273 Data Sheet EasyViewer 100 Service
- 30686451 Data Sheet EasyViewer 400 Service
- 30509291 Data Sheet ReactIR 45p NL/HL Service
- 30509292 Data Sheet ReactIR 700 Service
- 30686452 Data Sheet ReactRaman 802 Service
- LAB00662 iC Software Care Service



“Ask your representative for more service details for your instrument with these reference IDs.”

► [Tailored Services - METTLER TOLEDO \(mt.com\)](https://www.mt.com)

**METTLER TOLEDO Group**  
Automated Reactors and In Situ Analysis  
Local contact: [www.mt.com/contacts](https://www.mt.com/contacts)  
Subject to technical changes  
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