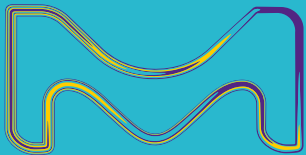


**MERCK**

# MyMilli-Q™ Digital Solutions Activate Greater Lab Productivity



The life science business of Merck  
operates as MilliporeSigma in the  
U.S. and Canada.

**Milli-Q®**  
Lab Water Solutions

# simplify YOUR LAB LIFE

With digital water  
system management



## MyMilli-Q™ Digital Solutions will help you...

### Maximize uptime



- Instant online status of your water systems & quality parameters
- Immediate alert or alarm notifications by email or SMS
- More rapid support with remote diagnostics

### Create efficiencies



- Convenient management of service contracts & consumables supply
- Easy scheduling of maintenance visits

### Enhance traceability



- Comprehensive data dashboards & reports
- Ease audit & accreditation processes

### Rapid & adaptable implementation

- Multiple ways to connect your water system to your network (ethernet, Wifi, 4G)
- Adapt to any IT constraints with end-to-end cybersecurity

**Achieve greater lab productivity by activating MyMilli-Q™ Remote Care**



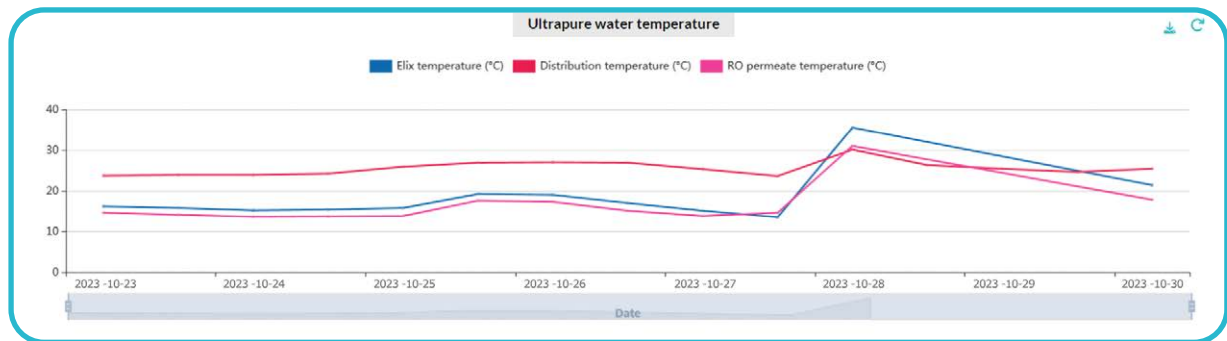
*"Our hospital is open 24/7 and reliable and stable results are our top priority. We have been using MyMilli-Q™ Remote Care on our Milli-Q® CLX system for the past 2 years and it has twice prevented downtime. We think it is very helpful for stable experimental results."*

**- Hospital Lab Manager, South Korea**

# Maximize Uptime

## 24/7 system & quality monitoring

A user-friendly dashboard gives a real-time view of water system parameters and quality information (e.g. resistivity, temperature, TOC, etc).



## Real-time alerts & alarms

In case of an issue, receive customizable notifications by email and SMS.



*"We are working on Melanoma Research specifically on immunotherapy and its resistance. Water is very critical for our lab work to get reproduceable results. We are using MyMilli-Q™ Remote Care with our IQ 7000 system and really like the feature that allows us access to the water quality parameters from anywhere. Also, real-time monitoring of consumable status has helped us to make better informed decisions based on the need."*

**- Lab Operation Coordinator, Macquarie University, Australia**



## Remote diagnostics

If you need support, one of our service engineers (with your permission) can directly view and remotely diagnose your system. They may potentially resolve any issues, removing the need for a service visit!

## Create Efficiencies

Save time with digitized contract, consumables and maintenance management

Log into [mymilliq.com](https://mymilliq.com) to:

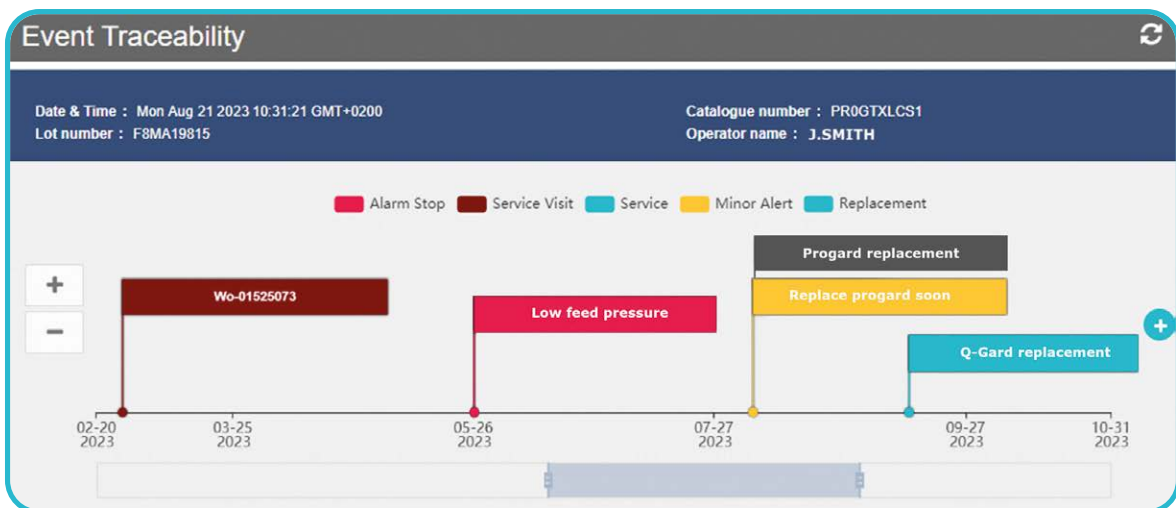
- Manage consumable deliveries
- Plan maintenance visits
- Find service contract information
- Extend service contracts
- Download service documentation, quality reports, user manuals, quality certificates, service visit reports, and more
- Remotely conduct software updates

## Enhance Traceability

Ease audit and accreditation processes with comprehensive dashboards and reports

With MyMilli-Q™ Remote Care:

- Data are automatically saved and easily accessible
- Rapidly generate and download quality and dispensing reports (pdf, docx, xlsx, pptx formats)
- Customize dashboards and reports to suit your requirements



**The interactive Event Traceability tool.** View events by type and over a specified timeline. Events include alarms, alerts, consumable replacements, service visits, and custom events you can program. Supports maintenance planning and audit preparation.

# Rapid & Adaptable Implementation



## Easy to connect & activate

- Connection options adapt to IT constraints
- Ethernet / Wifi / 4G



MyMilli-Q™  
Remote Care  
Activation Form



## End-to-end cyber & data security

- Industry best practices assure encrypted communications
- Compliant with GDPR standards
- Access is controlled according to user roles, assigned by your site administrator



Network Safety  
Datasheet



## Assured data protection

- We have NO access to customer or patient data
- Milli-Q® systems do not store, create, generate, process, manage or, in any other way, come in contact with Protected Health Information (PHI).



Patient Data  
Safety Letter

# MyMilli-Q™ Remote Care\*

## Ordering Information

## Cat. No.

MyMilli-Q™ Remote Care activation fee

ZWMQCONFEE

## Specifications

Internet protocol

Version IPV4

Security protocol

TLS 1.2 with AES 128-bit encryption and mutual authentication (server and client)

Remote control protocol

Secure WebSocket over TLS

## Compatible systems

### Benchtop solutions

Milli-Q® IQ/IX 7 series systems



### High-flow solutions

Milli-Q® CLX/HX/HXSD/HR 7 series systems



**Milli-Q® IQ 7 series and Milli-Q® IX 7 series** water systems are officially labelled as **Greener Alternative Products**. We encourage you to look for this icon and review each system's Design for Sustainability Scorecard to support you in making more eco-friendly purchasing decisions.

\* To activate MyMilli-Q™ Remote Care, compatible systems (listed here) must have an active Milli-Q® Service Plan or be under warranty.

# Milli-Q®

Lab Water Solutions

For more information, please visit:

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



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