

Compliance

Qualification services for water purification systems

Reduce the risk of noncompliant instruments and maintain efficiency in your lab

Qualification services verify and document that instruments and equipment are installed, operating, and performing according to manufacturer specifications and user requirements. Selecting the right compliance service provider and partner to deliver your qualifications is essential for the success and efficiency of your regulated laboratory.

As an original equipment manufacturer (OEM) service provider, Unity™ Lab Services offers qualification services that help mitigate the risk of regulatory noncompliance and help ensure your laboratory equipment meets global standards.

With our services, you'll receive a full range of qualification capabilities, providing improved productivity, single-vendor convenience, a no-charge requalification guarantee*, and



comprehensive documentation reports. You'll have peace of mind knowing we're supporting your quality management systems, traceability, and audit readiness.

Qualification services provided**

Service	Description
Installation qualification (IQ)†	<ul style="list-style-type: none"> • Verifies that the equipment, manuals, supplies, and any other accessories arrived undamaged as specified in the sales order • Verifies equipment and any other accessories are assembled and installed • Verifies that the installation site and equipment environment meet manufacturer-specified environmental requirements
Operational qualification (OQ)†	<ul style="list-style-type: none"> • Verifies important equipment functions and ensures that the equipment operates as expected by the manufacturer and in conformance to standards and requirements • Includes conductivity/resistivity testing for reverse osmosis (RO) systems‡ • Includes RO or electrodeionization (EDI) concentrate flow testing‡ • Key tests performed: water, temperature, and conductivity/resistivity verification

Documentation

All documentation[§] will be provided in a qualification binder upon acceptance of the IQ/OQ results.

Example documentation includes:

- IQ/OQ reports and worksheets (as applicable)
- Reference meter(s) calibration certificate
- Field service engineer (FSE) qualification training certificates

Stay compliant with our requalification guarantee



Stay compliant with our industry-exclusive, no-charge requalification guarantee*

With Unity Lab Services qualification services, you'll be confident that your equipment maintains compliance should an unexpected audit arise. Unlike other OEM service providers who charge for requalification services, we are the only provider to offer a guarantee and promise to requalify instruments and equipment at no charge if a key component fails while under the original factory warranty or a qualifying equipment service plan.



Pass audits the first time with our robust and easy-to-understand OEM qualification protocols and harmonized documentation

Our factory-developed qualification protocols are written to support accepted industry standards and regulatory requirements. Our qualification services provide consistent, audit-ready documentation that meets predetermined and/or user specifications. In addition, our harmonization of qualification protocols and documentation across all instruments saves you administrative work, review time, and complicated approval processes, helping to ensure the best audit outcome.



Stay on schedule with our full-range, single-source support from experienced engineers

We provide a full-service solution for installing, repairing, qualifying, and mitigating risks so your equipment (including other manufacturers' units) gets up and running faster, keeping your research on schedule. Our factory-certified validation engineers are product experts with experience in regulated environments, ensuring your qualifications are delivered efficiently and effectively to industry standards.

* Our no-charge requalification guarantee only applies to equipment under the original factory warranty or a qualifying Unity Lab Services equipment service plan and covers re-qualification on the corrective maintenance repair at no additional charge. [Terms and conditions apply.](#)

** Qualification services are only available in selected countries: US, Germany, France, UK, Ireland, Spain, Portugal, Italy, Austria, Switzerland, Norway, Sweden, Denmark, and the Netherlands. For other locations, please contact your local country organization. For quote customization or additional services, please contact your sales representative.

† Installation of equipment is not included with our IQ/OQ services. Additional fees apply for inside delivery shipping method or for full installation and setup of equipment.

‡ Service may vary by product model and region.

§ Documentation is available in English, German, and French.

For more information about our compliance offerings, go to
unitylabservices.com/complianceservices

unitylab services